



# New Associate Packet



Left Blank Intentionally

## Welcome

It is our pleasure to welcome you to FreshPoint Dallas! It's an exciting time for our Company as we continue to grow. We strive to remain as adaptable, motivated and responsive to our new associates as we are to our customers. At FreshPoint, our associates are the foundation to our great success. By applying our principles of leadership, integrity, trust and our strong commitment to one another, we help each other prosper for the benefit of the individual. We're glad to have you on board!





## ***Our Philosophy***

### **Preamble**

Associates of FreshPoint enjoy many rights, benefits and responsibilities as members of the FreshPoint Team. These rights, benefits and responsibilities correspond with or are in addition to all other rights provided by state or federal law. FreshPoint reserves the right to amend these at any time and will communicate these changes to Associates. This document is not a contract of employment.

### **The Right to a Safe Workplace**

Associates within FreshPoint are entitled to a safe workplace. FreshPoint is committed to work with all appropriate governmental agencies to accomplish this goal. Associates must be committed to accomplish this goal as well and must perform work task by following all safety procedures for which training has been provided. In this regard, FreshPoint commits to the following actions.

- Maintain Associate safety committees to meet on a regular basis to examine safety practices and implement the best safety practices for all FreshPoint Associates in accordance with federal/state laws. Safety committees will include both Salaried and Hourly Associates. All Associates are encouraged to refer at-risk behaviors to supervisors, at any time, to support a safe working environment.
- Associates shall have the right to file complaints with the safety committee without fear of reprisal in order to make the safety committee aware of safety concerns. The committee shall act promptly to assist the company in addressing safety and health hazards by making recommendations regarding corrective measures and notifying Associates of the action taken. Associates have the right to refer safety concerns to the appropriate state and/or federal agencies without fear of reprisal.

### **The Right to Existing State and Federal Benefits**

Associates have a right to understand their rights and responsibilities under all state and federal employment laws. FreshPoint shall provide Associate information to educate the Associates of any of their rights and under these laws.

**Right to be Free from Discrimination and Retaliation** Everyone has the right to respect and dignity, and to protection against discrimination and retaliation. This includes the right to equal employment opportunity without regard to race, color, age, veteran status, religion, sex, national origin, sexual orientation or disability. Associates should treat their fellow workers with dignity and respect. Existing protections against retaliation, harassment, discrimination and intimidation will be enforced.

### **Right to Compensation for Work Performed**

Every Associate has the right to expect payment of wages owed for work performed by the Associate. FreshPoint shall pay all wages due to its Associates. Associates have the right to contact the federal and state departments of labor for assistance in determining their rights under laws.

### **The Right to Information**

Most information regarding Associates right and responsibilities is posted in common areas. In addition, each Associate shall be entitled to receive, upon request, the following information or policies:

- FreshPoint's Associate Bill of Rights
- FreshPoint's Leaves of Absence
- FreshPoint's Mission Statement and Values
- FreshPoint's Harassment –Free Workplace
- FreshPoint's Substance Abuse
- FreshPoint's Violence-Free Workplace
- FreshPoint's Associates Conduct and Corrective Action
- Sysco's Code of Conduct

### **The Right to Understand Information Provided**

Associates are entitled to understand their rights and responsibilities as FreshPoint Associates. Associates should contact their HR department or Manager with any questions, including any problems understanding these rights.

### **Right to Continuing Training Including Supervisor Training**

FreshPoint shall provide on-going training opportunities to Associates for enhanced skill development and business changes.

### **The Right to Adequate Equipment**

Each Associate shall be entitled to use equipment that is adequate to perform the job task assigned. If it is believed that adequate equipment has not been provided, this may be reported to your supervisor or to the safety committee for review.

### **The Right to Adequate Facilities and the Opportunity to utilize Them**

FreshPoint agrees to provide its Associates the following:

- Clean and working restroom facilities
- Adequate room for meal and rest breaks
- Reasonable time for necessary restroom breaks during production time.

### **The Right to Tell FreshPoint First**

FreshPoint is committed to protecting the rights of Associates throughout our organization. FreshPoint's Human Resources Department offers various avenues to help Associates resolve areas of dispute. Associates may also contact the Sysco Alertline toll free at (877) 777-4020 or online at <https://syscoethics.alertline.com>.

### **FreshPoint Fundamental Beliefs**

FreshPoint's Fundamental Beliefs ensure our commitment that all Associates are treated with Dignity and respect. As a part of our shared Values and collective rights, all Associates are expected to act responsibly in the workplace. Such areas of responsibility include treating all other Associates with dignity and respect, abiding by the Code of Conduct, following all rules and policies, reporting policy violations and working safely and ethically at all times.



*Strong customer service is a business essential.*

*Providing it isn't as difficult if you and your employees achieve these 10 basic rules:*

1. **Commit to quality service.** Everyone in the company needs to be devoted to creating a positive experience for the customer. Always try to go above and beyond customer expectations.
2. **Know your products.** Convey an articulate and in-depth knowledge of products and services to win customer trust and confidence. Know your company's products, services, and return policies inside and out. Try to anticipate the types of questions that customers will ask.
3. **Know your customers.** Try to learn everything you can about your customers in order to tailor your service approach to their needs and buying habits. Talk to customers about their experience with your company, and listen to their complaints. In this way, you can get to the root of customer dissatisfaction.
4. **Treat people with courtesy and respect.** Remember that every time that you make contact with a customer — whether it's by email, phone, written correspondence, or a face-to-face meeting — the interaction leaves an impression with that customer. Use conciliatory phrases — "Sorry to keep you waiting," "Thanks for your order," "You're welcome," and "It's been a pleasure helping you" — to demonstrate not only your commitment to customer satisfaction but your dedication to courtesy.
5. **Never argue with a customer.** You know very well that the customer isn't always right. However, it is important that you do not focus on the missteps of a particular situation; instead, concentrate on how to fix it. Research shows that 7 out of 10 customers will do business with a company again if that business resolves a complaint in their favor.
6. **Don't leave customers in limbo.** Callbacks, and emails need to be handled with a sense of urgency. Customers want immediate resolution, and if you can give it to them, you will probably win their repeat business. Research shows that the instance of repeat business goes up to 95 percent when complaints are resolved on the spot.
7. **Always provide what you promise.** Fail to do this and you'll lose both credibility and customers. If you guarantee a delivery within 24 hours, get the delivery out in a day or less. If and when you neglect to make good on your promise, apologize to the customer and offer some type of compensation, such as a discount. Overall, only make promises that you are confident that you and your business can keep.
8. **Assume that your customers tell the truth.** Even though it may appear that customers lie to manipulate a situation to their advantage, it is to your advantage to give them the benefit of the doubt. The majority of customers don't like to complain; in fact, they'll go out of their way — perhaps all the way to a competitor — to avoid it. If you hear unhappy rumblings from your customers, take their complaints to heart and do your best to appease their dissatisfaction.
9. **Focus on making customers — not on sales.** Salespeople, especially those who get paid on commission, sometimes focus on the volume instead of on the quality of the sale. Remember that to keep a customer's business is more important than to close a sale. Research shows that it costs six times more to attract a new customer than it does to keep an existing one. Moreover, happy customers are the best and most effective way to find new customers.
10. **Make it easy to buy.** The buying experience with your company should be as easy as possible. Eliminate unnecessary paperwork and forms, help people to find what they need, explain the products, and do whatever else you can to facilitate transactions.





## Weapons-Free Workplace

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## Weapons-Free Workplace

### PURPOSE

It is the policy of the Company to maintain a work environment that is safe for all persons. To achieve this objective, the company has established a weapons-free workplace policy.

### SCOPE

This policy is an enterprise-wide policy and shall apply to all Sysco associates and employees of any Sysco subsidiary (hereinafter collectively referred to as “You”). Compliance with this Policy shall be an expectation of all associates, contractors, and visitors.

### POLICY STATEMENT

It is the policy of the Company that the possession of weapons on Company premises is prohibited.

Possession of weapons on Company premises include garages and parking lots to the extent not prohibited by local law.

“Weapons” include all firearms (whether licensed or not), illegal knives, explosive weapons, nightsticks, knuckles, and similar items. This prohibition does not apply to firearms or other weapons in the possession of bona fide law enforcement personnel or licensed third party private security personnel.

The Company may, at its discretion, inspect any package, desk, purse, toolbox, vehicle, computer, or other personal belonging brought onto Company premises as part of its efforts to ensure compliance with this policy.

If laws having jurisdiction in which Sysco operates differ from this company policy, the Company will follow the local law.

## RESPONSIBILITIES AND OVERSIGHT

The Security Department and the Legal Department share responsibility for guidance, advice and implementation of this Policy. To ensure and support compliance with this Policy, the Company has designated the following:

- **Director, Security:** Serves as the business owner with overall responsibility for implementation of the Policy.
- **Legal Department:** Serves to support the Security Department as necessary, particularly in investigations and local law issues.

## SIGNS

1. At each public entrance to a Sysco owned, leased or rented location within the United States, a sign(s) shall be posted in a location that is conspicuous to all who could enter.
2. Signs shall have required wording or pictogram that prohibits firearms and weapons. Signs shall be of the quality that they will not fade due to the elements.
3. Where applicable, sign verbiage and construction will comply with laws having jurisdiction for that location.
4. International Facilities – The posting of “no-firearms” signs in international facilities will be dictated by the laws and norms for the country and at the discretion of the facility senior management.

## ASKING QUESTIONS

Whenever You have a question about this Policy or are unsure about its requirements, You must get the help necessary to be able to comply with the Policy’s requirements. For questions, contact your HR Business Partner, Sysco’s Security Department or the Legal Department.

## REPORTING & INVESTIGATIONS

### 1) Your Responsibility

It is Your obligation to report any known or suspected violation to the Company. Any officer, employee, agent, or other Sysco Person who is aware of a possible violation of this Policy, or the law, must immediately report it to their supervisor or call the local law enforcement authorities if the situation presents an immediate danger. You can also report through the help line or notify the Sysco Corporate Security Department or Legal Department.

### 2) Reporting Help Lines

- Toll-free phone line: 1-877-777-4020
- Web-based Alertline: <https://syscoethics.alertline.com> (secure; anonymous)
- HR Business partner
- Director, Corporate Security
- Sysco General Counsel

**Investigation of a Possible Violation:** Sysco will investigate all reports. If a reporting person chooses to remain anonymous, the scope and outcome of the investigation may be impacted. It is important that reporting persons do not conduct their own investigations. Investigations of alleged violations may involve complex legal issues, and acting on one’s own may compromise the integrity of the investigation.

**Retaliation Prohibited:** Sysco strictly prohibits retaliating against anyone who uses the reporting system to report suspected misconduct or wrongdoing. Sysco will not tolerate any harassment or intimidation of anyone who makes a report in good faith.

## **DISCIPLINE & OTHER CONSEQUENCES**

Violation of this Policy will result in discipline up to and including termination of employment or commercial relationships with Sysco. Sysco requires strict adherence to this Policy, except where a more stringent law exists in the relevant country where the Company does business. In those circumstances, the more stringent law shall prevail.

## **WAIVER**

The provisions of this Policy shall not be waived.

## **REVISION & REVOCATION**

This Policy may be revised or revoked by the Policy Owner at any time, without advance notice or cause.

## **POLICY REVIEW AND REVISION**

This Policy shall be reviewed annually or more frequently as required by changes in legal, regulatory or Sysco requirements, or to correct identified deficiencies. This Policy supersedes all previous versions.

|                         |                    |
|-------------------------|--------------------|
| Executive Policy Owner: | EVP Administration |
| Policy Owner:           | Director, Security |
| Prepared By:            | VP, Compliance     |
| Effective Date:         | 1 July 2016        |
| Policy Location:        | Policy Library     |
| Version No.:            | 1                  |
| Reason for Revision:    | None               |



## Drug Free Workplace Policy

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We acknowledge the problem of substance abuse, including alcohol, in our society. Furthermore, we see substance abuse as a serious threat to our associates and customers. We are addressing this problem by establishing a substance abuse policy to ensure the Company will have a drug-free workplace.

Drug and alcohol addiction is a complex, yet treatable disease. For this reason, our substance abuse program is targeted at alleviating this problem at the community level by involving associates. Our policies are designed to not only eradicate drug abuse in our workplace, but to also encourage drug users to seek and successfully complete rehabilitation. Our commitment to eradicating substance abuse in the community reflects our firm belief that by building this community, we build our Company.

While we understand associates and applicants under a physician's care may be required to use prescription or over-the-counter drugs, abuse of prescribed or over-the-counter medication will be dealt with in the same manner as the abuse of illegal substances.

Associates who voluntarily seek help for a drug or alcohol problem will be eligible for health benefits and/or sick and /or other leave for purposes of treatment. Nothing in this policy, however, shall limit the Company's right to enforce appropriate disciplinary measures for violation of Company policy, including (if necessary) termination of employment, nor does it bind the Company to payment for any care provided beyond the Company's existing associate benefits.

Any associate who, in good faith and based on reasonable suspicion, reports an alleged violation of this policy, or any supervisory or managerial associate who investigates or takes action in good faith based on reasonable suspicion, shall not be harassed, retaliated against, or discriminated against in any way for making reports or participating in any investigation or action based thereon.

Some associates have been deemed to be in a safety-sensitive position. Safety-sensitive positions are those occupied by the people who have direct and indirect control of situations that can result in undesirable events and create hazards. Associates holding safety-sensitive positions are not to use alcohol within four (4) hours of reporting to work or during the hours that they are on call. In general, drivers, transportation management and mechanics are in safety-sensitive positions but other positions may also and those associates will be notified if they fall under this classification.

With these basic objectives in mind, the Company has established the following policy with regard to drugs and alcohol.

### A. PROHIBITION OF DRUGS

All associates are absolutely prohibited from using, possessing, soliciting, distributing, manufacturing, selling, attempting to sell, or being under the influence of illegal drugs or other illegal activities related to illegal substances while on duty, on Company property, or on any work site. Associates who violate this policy will be subject to discipline up to and including termination of



employment. As used in this policy, an “illegal drug” is any drug: (a) which is not legally obtainable; (b) which may be legally obtainable but has not been legally obtained; or (c) which is being used in a manner or for a purpose other than as prescribed.

**B. PROHIBITION OF ALCOHOL**

All associates are absolutely prohibited from using, possessing, distributing, manufacturing, selling, attempting to sell, or being under the influence of alcohol while on duty, while on Company property, or on any work site. Alcohol includes distilled spirits, wine, malt beverages, and intoxicating liquors. Exceptions may be made for Company sponsored activities as approved by management. However, this does not relieve the associate from the responsibility of using moderation and judgment in the use of alcohol at all times. Associates who violate this policy will be subject to discipline up to and including discharge.

**C. DISCLOSURE OF USE OF PRESCRIPTION MEDICATION AND OVER THE COUNTER MEDICATION**

All associates must notify Human Resources when under any medication that may limit or impair their ability to perform their job. Verification of any and all medication may be required. Where prescription medication is involved, verification may include the associate submitting a copy of a prescription with a physician’s statement showing medication required and dates of use within 24 hours of the request by Human Resources. Failure to do so may result in discipline up to and including termination of employment.

**D. DISCLOSURE OF CRIMINAL CHARGES AND CONVICTION NOTIFICATION**

Associates who are convicted or sentenced for on or off the job illegal drug activity will be considered in violation of this policy and subject to discipline up to and including termination of employment. Associates must report such occurrences to the Company no more than forty-eight (48) hours after the incident or they will be considered in violation of this policy.

Associates who drive company vehicles or those who drive as a function of their job (6 or more times a year) are held to the highest standard of conduct with respect to drug and alcohol offenses involving the operation of a motor vehicle. Failure to report criminal charges and/or convictions as stated above, will result in corrective action up to and including termination of employment.

Under no circumstance can an associate who drives a Company vehicle or those who drive as a function of their job, drive on a suspended driver’s license. An associate who drives on a suspended license will be terminated.

**E. PRE-EMPLOYMENT DRUG TESTING**

All job applicants at our Company will undergo screening for the presence of illegal drugs as a condition for employment. Applicants will be required to submit to a test at a qualified laboratory chosen by the Company.

Any applicant who refuses to take the test, delays in taking the test (as defined by management) or whose test results are positive or confirmed non-negative will be denied employment at that time, but may initiate another inquiry with the Company after one (1) year.



F. **DRUG AND ALCOHOL TESTING**

The Company will maintain testing practices to identify current associates who are under the influence of illegal drugs or alcohol. Associates who receive a non-negative, confirmed test may be terminated, even on the first offense.

Delivery drivers are subject to required drug/alcohol testing by both state and federal regulations. The Company has determined that all delivery drivers are in "safety-sensitive" positions. The driver must comply with the drug/alcohol policy while on Company time and/or where stated otherwise in this policy and in the FP Alcohol and Controlled Substances Policy for Drivers.

It shall be a condition of continued employment for all associates to submit to a test when requested. Associates who are directed to submit to such a test must do so immediately as authorized, and the associate who refuses, delays or fails to do so shall be deemed to be guilty of misconduct and subject to termination. Drug and/or alcohol testing may occur under the following circumstances:

1. **Reasonable Suspicion** – If there is a belief (based on observations, facts and reasonable inferences) by a manager trained in recognizing the symptoms of drug and/or alcohol use that any associate is using drugs or alcohol in violation of this policy, drug and/or alcohol testing will be required.
2. **Post Accident/Injury** - When there is any mishap or accident involving the associate in which injury to persons or damage to property has occurred. (First-aid injuries not requiring medical attention are not subject to this scrutiny). With regard to alcohol, an associate may also be determined to be "under the influence of alcohol" for purposes of this policy if the associate has a blood alcohol level of .04 or higher. Drivers may have different thresholds, as defined by state or federal regulations. Testing must occur within twenty-four (24) hours of the incident. No alcohol may be consumed for eight hours after the accident or until a test is conducted, whichever occurs first. The associate shall remain readily available for testing or may be deemed to have refused to submit to testing and will be subject to discipline up to and including termination of employment.
3. **Return-To-Duty / Follow Up** - Associates may be required to undergo drug and/or alcohol testing when returning from certain medical leaves or rehabilitation. When any associate, in the course of employment, utilizes the Employee Assistance Program (EAP) for drug related problems or an alcohol or drug rehabilitation program, the Company will require the associate, without advance notice, to submit to a minimum of six (6) drug and/or alcohol tests as a follow up to the program for up to one year after their return to work.
4. **Random Testing** - The Company may require a department or job classification of associates to undergo drug and/or alcohol testing on a random selection basis. One of the groups that will be subject to this is drivers required to hold a CDL for their job. On an annual basis, all associates who carry a CDL as a requirement of their job will be subject to drug testing at a rate of 50% of covered associates and alcohol testing at a rate of 10% of covered associates (see FP Alcohol and Controlled Substance Policy for Drivers).



The random selection process will ensure that all associates will be equally subject to being selected and the Company will not have the discretion to waive the selection of any associate. The random selection procedure will be conducted by a third party administrator. If selected for random testing, the associate must proceed immediately to the testing center. Failure to follow the directive will constitute refusal to test, and will be subject to discipline up to and including termination of employment.

G. REFUSAL TO TEST

Any person, who refuses to comply with a request for a drug/alcohol test, provides false information in connection with a test, or who attempts to falsify test results through tampering, contamination, adulteration, or substitution will be guilty of misconduct and subject to discipline up to and including termination of employment. Likewise, any person who is sent for a drug/alcohol test does not do so immediately, is not readily accessible, does not provide a urine sample or sufficient breath test (without valid medical explanation), or fails to sign Step 2 of the U.S.D.O.T breath alcohol testing form (if applicable) is considered to have refused to comply with the drug/alcohol policy.

Additionally, if you are injured on the job and refuse to test or falsify a test or test positive or have non-negative results, you will be subject to termination of employment and will be responsible for any expenses related to the work injury and denied worker's compensation.

H. TESTING METHODS

For all associates, the testing will be for: marijuana, cocaine, opiates, phencyclidine, and amphetamines. Chain of custody and control forms will be utilized to ensure the integrity of the sample. A split sample method of collections will be used.

For all drivers, if an initial drug screen is positive or a non-negative, a second test is performed on the primary sample to validate this result. If the second test results of the primary sample are positive or non-negative, the associate may request, within seventy-two (72) hours of being notified by a medical review officer, that the second urine sample be tested by a different federal certified laboratory at his/her cost. If the results of the test of the second specimen fail to reconfirm the presence of the drugs/metabolites found in the primary sample, the test will be invalidated and considered a negative result.

For all other associates, a result of a confirmed positive or confirmed non-negative will result in disciplinary action, up to and including termination of employment.

In testing drivers for the presence of alcohol, breath alcohol testing procedures as established by the D.O.T. will be utilized to ensure the integrity of the test. All other associates will be tested by trained technicians. Initial alcohol tests will be confirmed with a second breath alcohol test.

I. POSITIVE or NON-NEGATIVE DRUG TEST RESULTS

For all associates and under all drug testing situations, unless otherwise stated, a confirmed positive drug test result subjects the associates to immediate removal from a safety-sensitive position (if



applicable), referral to a substance abuse professional (SAP), and immediate termination of employment from the Company.

All diluted positive drug test results will be treated as a confirmed positive test. No additional test will be taken based on the fact that the specimen was dilute. All diluted negative test will result in a second test immediately following the notification of the results. If the creatinine concentration of the specimen was equal to or greater than 2mg/dL but less than or equal to 5 mg/dL, the recollection will be under direct observation. If the dilute specimen is greater than 5 mg/dL, it will not be under observation. A validated negative dilute result is considered a valid negative test.

J. POSITIVE ALCOHOL TEST RESULTS

For all associates and under all alcohol testing situations for drivers, unless otherwise stated, a breath alcohol concentration of .02 - .339 will subject the associate to: (i) immediate removal from the safety-sensitive position (if applicable), (ii) unpaid three day suspension, (iii) referral to a SAP/EAP, and (iv) advised that a second breath alcohol concentration at this level will result in discharge. Any associate or driver who receives a breath alcohol concentration of .04 or higher will be advised of a SAP and immediately terminated from employment.

K. CONFIDENTIALITY

All drug/alcohol tests will be administered by a Company designated facility and test results will be confidential except for disclosure to management personnel on a "need to know" basis, or upon the written consent of the associate or applicant. Drug screening results will not be included in the associate's/applicant's personnel file.

L. EMPLOYEE EDUCATION AND ASSISTANCE PROGRAM

In an effort to help Associates understand the issues surrounding substance abuse, the Company has established an ongoing education program. This program includes information about the dangers of substance abuse, the Company's Substance Abuse Policy, information about treatment services available and the penalties for violation of the Substance Abuse Policy.

The Company also provides drug and alcohol dependency evaluation and referral services for substance abuse counseling, treatment and rehabilitation as part of an Employee Assistance Program (EAP). Associates are encouraged to seek assistance through this program and a decision to seek assistance from the EAP will not be used as the basis for disciplinary action prior to being chosen for testing, positive alcohol or drug test result or other violation of this Policy. On the other hand, using the EAP will not be considered a defense to stop a disciplinary action when the Company becomes aware of a positive drug test or other violation of this Policy outside of the EAP. No Employee shall be able to avoid disciplinary action for violation of this Policy if he or she does not meet the standards of job performance established for his or her position even if the individual's lack of performance is due to alcoholism or drug dependency.



The Employee Assistance Program is administered through a third party vendor as part of the company provided benefits and is available to all associates and their immediate family members. This is a confidential program, maintained solely by the third party at no cost to the employee. Associates may contact the EAP through <http://myinfo.sysco.com>, access code 71034 or by calling the Benefits Hotline (800-557-9726 Option 4).

M. COMPLIANCE WITH APPLICABLE LAW

This Policy has been adopted by the Company with the intent to comply with federal and state regulations. To the extent any portion of this Policy is determined to be contrary to the requirements of any applicable federal or state statutes, rules or regulations, the rest of the policy will remain valid and enforceable.

N. RESPONSIBILITY FOR ADMINISTRATION

This Policy shall be uniformly administered to insure fairness to all Employees of the Company. The Human Resource Department is responsible for administering this Policy. This responsibility includes: (1) communicating the Policy to all Employees; (2) disseminating drug and alcohol awareness information and making information regarding the Employee Assistance Program available to all Employees; (3) providing appropriate training to supervisory personnel; and (4) administering this Policy fairly and consistently throughout the Company. The Company will provide advisory and technical assistance and is responsible for insuring uniform administration of the Policy throughout the organization.



**CONFIDENTIAL**

**ASSOCIATE PROGRESS REPORT**

OpCo \_\_\_\_\_

Select One:      Introductory ☐      Transfer ☐      Promotion ☐

Name \_\_\_\_\_ EmplId/File # \_\_\_\_\_ Department \_\_\_\_\_

Job \_\_\_\_\_ Shift \_\_\_\_\_

Date of Hire \_\_\_\_\_ Date \_\_\_\_\_ Supervisor \_\_\_\_\_

Trans/Promo \_\_\_\_\_

**Performance Rating Scale**

Please rate this Associate in the categories listed using the following scale:

☐ Significantly Above Target = 1      ☐ Above Target = 2      ☐ On Target = 3  
☐ Below Target = 4      ☐ Significantly Below Target = 5      *Significantly Below Target – Employment Status Reviewed*

**REMINDERS:** Do not use pencil when completing this form. Initial any cross-outs. Do not use "white out" to make corrections.

**First Month - Date Scheduled** \_\_\_\_\_ **Number of Occurrences / Days** \_\_\_\_\_

Job Skill / Knowledge \_\_\_\_\_ Quantity of Work \_\_\_\_\_ Quality of Work \_\_\_\_\_ Tardiness/ Attendance \_\_\_\_\_

Teamwork \_\_\_\_\_ Safety \_\_\_\_\_ Sanitation/ Work Areas \_\_\_\_\_ Sense of Responsibility \_\_\_\_\_

**Overall** \_\_\_\_\_

Supervisor Comments / Areas of Concentration during the next evaluation period:

Associate Comments:

Supervisor / Date \_\_\_\_\_ Associate / Date \_\_\_\_\_ Human Resources / Date \_\_\_\_\_

**Second Month - Date Scheduled** \_\_\_\_\_ **Number of Occurrences / Days** \_\_\_\_\_

Job Skill / Knowledge \_\_\_\_\_ Quantity of Work \_\_\_\_\_ Quality of Work \_\_\_\_\_ Tardiness/ Attendance \_\_\_\_\_

Teamwork \_\_\_\_\_ Safety \_\_\_\_\_ Sanitation/ Work Areas \_\_\_\_\_ Sense of Responsibility \_\_\_\_\_

**Overall** \_\_\_\_\_

Supervisor Comments / Areas of Concentration during the next evaluation period:

Associate Comments:

Supervisor / Date \_\_\_\_\_ Associate / Date \_\_\_\_\_ Human Resources / Date \_\_\_\_\_

| Third Month - Date Scheduled _____ |                           | Number of Occurrences / Days _____ |                                  |
|------------------------------------|---------------------------|------------------------------------|----------------------------------|
| Job Skill /<br>Knowledge _____     | Quantity<br>of Work _____ | Quality of<br>Work _____           | Tardiness/<br>Attendance _____   |
| Teamwork _____                     | Safety _____              | Sanitation/<br>Work Areas _____    | Sense of<br>Responsibility _____ |
|                                    |                           |                                    | <b>Overall</b> _____             |

Supervisor Comments / Areas of Concentration during the next evaluation period:

Associate Comments:

|                         |                        |                              |
|-------------------------|------------------------|------------------------------|
| Supervisor / Date _____ | Associate / Date _____ | Human Resources / Date _____ |
|-------------------------|------------------------|------------------------------|

### PROCESS FOR COMPLETING PROGRESS REPORT

1. The top portion of this form will be completed by Human Resources and sent to the Associate's supervisor the week preceding the scheduled review date.
2. Supervisor is required to provide specific comments on Associate's progress.
3. Supervisor discusses and documents areas that the Associate should improve/concentrate on during the next evaluation period.
4. Supervisor rates Associate and totals points earned in all eight categories to provide average for overall performance (Use rating scale on top portion of front page and use whole numbers only).
5. Supervisor requests and documents any comments by the Associate.
6. Supervisor and Associate sign and date form for appropriate section.
7. Supervisor returns form to Human Resources Department for review and signature.
8. Human Resources Department circulates form when next progress report is due.
9. After completion of the third month progress report for an Introductory Associate, the Associate's immediate supervisor and Human Resources will review the results to discuss further action.

### ATTENDANCE

#### FIRST MONTH:

- 0 Occurrences = 3
- 1 Occurrences of Tardiness, Leave Early or 1 Occurrence of Absence = 4
- 2 Occurrences of Tardiness, Leave Early and / or Absence = 5 (Employment Status Reviewed)

#### SECOND MONTH:

- 0 Occurrences = 2
- 1 Occurrences of Tardiness, Leave Early or 1 Occurrence of Absence = 3
- 2 Occurrences of Tardiness, Leave Early and / or Absence = 4
- 2.5 or more Occurrences of Tardiness, Leave Early and / or Absence = 5 (Employment Status Reviewed)

#### THIRD MONTH:

- 0 Occurrences = 1
- 1 Occurrences of Tardiness, Leave Early or 1 Occurrence of Absence = 2
- 2 Occurrences of Tardiness, Leave Early and / or Absence = 3
- 2.5 or more Occurrences of Tardiness, Leave Early and / or Absence = 5 (Employment Status Reviewed)

**Performance Factor Definitions:**

|                                | <b>Significantly Below Target (SBT) Performance—<br/>Consistently does not meet job expectations (5)</b>                                                                                                                                                                                                                                                                                                                         | <b>4</b> | <b>On Target (OT) Performance—Regularly meets all<br/>job expectations (3)</b>                                                                                                                                                                                                                                                                                                 | <b>2</b> | <b>Significantly Above Target (SAT) Performance—<br/>Consistently exceeds job expectations (1)</b>                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Knowledge</b>           | Job knowledge and performance are below average; does not understand or perform duties well; is not knowledgeable or does not understand methods or procedures.                                                                                                                                                                                                                                                                  |          | Job knowledge and performance is average; understands and performs some of his/her duties well; is knowledgeable or understands most methods or procedures.                                                                                                                                                                                                                    |          | Job performance is exceptional — understands all aspects of his/her duties; performs all duties well and assists in training of others.                                                                                                                                                                                                                                                                                                    |
| <b>Quantity of Work</b>        | Does not produce expected quantity of work; does not do appropriate share of work; works very slowly.                                                                                                                                                                                                                                                                                                                            |          | Produces at expectations for position; does share of work and works at a pace appropriate for process.                                                                                                                                                                                                                                                                         |          | Produces more than expected; does more than share of work and works at a pace that surpasses the need of the process and assists others in producing more.                                                                                                                                                                                                                                                                                 |
| <b>Quality of Work</b>         | Does not follow procedures on work order/job ticket, product produced is out of specification, produces a lot of rework, and ignores equipment maintenance.                                                                                                                                                                                                                                                                      |          | Follows procedures on work order/job ticket, if unsure asks questions, produces minimal out of specification product and rework, usually recognizes when equipment needs maintenance.                                                                                                                                                                                          |          | Understands and follows procedures on work order/job ticket, product produced is rarely out of specification, produces minimal rework, recognizes when equipment needs maintenance, takes corrective action to adjust products that are out of specification.                                                                                                                                                                              |
| <b>Teamwork</b>                | Does not work well with others; is disrespectful to others and their differing viewpoints; does not deal well with conflict in an open, mature manner.                                                                                                                                                                                                                                                                           |          | Works well with others; is respectful of others and their differing viewpoints; deals well with conflict in an open mature manner.                                                                                                                                                                                                                                             |          | Exhibits traits of a leader; works cooperatively with others and appreciates suggestions for improvement; treats others with dignity and respect at all times; is a team player.                                                                                                                                                                                                                                                           |
| <b>Safety</b>                  | Does not perform in a safe manner, does not follow safety practices/procedures (PWMs), does not keep work area free of hazardous conditions, and does not avoid injury to self. Does not immediately report injuries, illnesses and unsafe practices and conditions. Does not wear or improperly wears PPE or other safety equipment.                                                                                            |          | Performs in a safe manner, follows safety practices/procedures (PWMs), keeps work area free of hazardous conditions, avoids injury to self. Immediately reports injuries, illnesses and unsafe practices and conditions. Properly wears PPE or other safety equipment.                                                                                                         |          | Performs in a safe manner, follows safety practices/procedures (PWMs), keeps work area free of hazardous conditions, avoids injury to self and others and encourages others to work safely. Immediately reports injuries, illnesses and unsafe practices and conditions. Properly wears PPE or other safety equipment. Actively promotes a culture of safety.                                                                              |
| <b>Sanitation/Work Areas</b>   | Does not follow sanitation and product protection practices/procedures: does not maintain an organized and clean personal work area, does not follow Good Manufacturing Practices or basic housekeeping rules, and does not help maintain an organized and clean department. Does not return materials to their proper locations, does not clean up after using common areas (such as break, locker, conference and rest rooms). |          | Follows sanitation and product protection practices/procedures: maintains organized and clean personal work area, follows Good Manufacturing Practices and basic housekeeping rules, and helps maintain an organized and clean department. Returns materials to their proper locations, cleans up after using common areas (such as break, locker, conference and rest rooms). |          | Follows sanitation and product protection practices/procedures: maintains organized and clean personal work area, follows Good Manufacturing Practices and basic housekeeping rules, and helps maintain an organized and clean department. Returns materials to their proper locations, cleans up after using common areas (such as break, locker, conference and rest rooms) and participates in recycling efforts and sanitation audits. |
| <b>Sense of Responsibility</b> | Is not committed to strong work ethic and work habits, is indifferent about making sure the work gets done and demonstrates no initiative and no sense of urgency.                                                                                                                                                                                                                                                               |          | Committed to strong work ethic and work habits, ensures the work gets done and demonstrates initiative and sense of urgency.                                                                                                                                                                                                                                                   |          | Strongly committed to strong work ethic and work habits, ensures the work gets done and demonstrates initiative and sense of urgency; encourages others to improve performance to exceed expectations.                                                                                                                                                                                                                                     |

## **Performance Ratings**

- Significantly Above Target (SAT) Performance** - Consistently exceeds job expectations.
- Above Target (AT) Performance** - This Always meets job expectations and often exceeds job expectations.
- On Target (OT) Performance** - Regularly meets all job expectations.
- Below Target (BT) Performance** - Meets some, but not all job expectations.
- Significantly Below Target (SBT) Performance** - Consistently does not meet job expectations.



**Annual Performance Appraisal**  
**(use this form for associates who have not completed CMP training)**

Name: \_\_\_\_\_ Position: \_\_\_\_\_ Hire Date: \_\_\_\_\_

Date of Review: \_\_\_\_\_ End of Year Overall Rating: \_\_\_\_\_

**Rating Scale:** Select one overall rating.

- **Significantly Above Target (SAT) performance** – Consistently exceeds job expectations
- **Above Target (AT) Performance** – Always meets job expectations and often exceeds job expectations
- **On Target (OT) Performance** – Regularly meets all job expectations
- **Below Target (BT) Performance** – Meets some, but not all job expectations
- **Significantly Below Target (SBT) Performance** – Consistently does not meet job expectations

**I. How Associate Works**

| <b>Factors</b>                                                                                                                                          | <b>Actual Results</b> | <b>Rating</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------|
| <b>Job Knowledge</b> – demonstrates functional & technical knowledge required to perform successfully and achieve goals.                                |                       |               |
| <b>Work Standards</b> – sets high standard of performance and assumes responsibility for successfully completing assignments.                           |                       |               |
| <b>Initiating Action</b> – responds quickly and takes immediate action to accomplish objectives.                                                        |                       |               |
| <b>Planning/Organizing</b> – prioritizes tasks and organizes information and resources to complete work                                                 |                       |               |
| <b>Safety</b> – Compliance with Safety policies and Preferred Work Methods. Accident prevention. Is accident free and promotes a safe work environment. |                       |               |
| <b>Teamwork</b> – willing and able to work with others.                                                                                                 |                       |               |
| <b>Communication</b> – able to express thoughts clearly in written and verbal format.                                                                   |                       |               |

|                                                                                                 |  |  |
|-------------------------------------------------------------------------------------------------|--|--|
| <b>Reliability</b> – consistently delivers what was promised.                                   |  |  |
| <b>Adaptability</b> – approaches change with a positive attitude and quickly modifies behavior. |  |  |

## **II. Supervisor's Evaluation**

**What are the associate's greatest strengths? (Provide specific examples of situation/task, action, and result.)**

**How can the associate improve? (Provide specific examples of situation/task, action and result.)**

## **III. Associate's comments**

Describe an assistance (training, projects, and supervisor assistance) which would be helpful in relation to your job performance.

Associates Signature

Date

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Supervisors Signature

Date

---



**Annual Performance Appraisal**  
**(use this form for associates who have not completed CMP training)**

Name: \_\_\_\_\_ Position: \_\_\_\_\_ Hire Date: \_\_\_\_\_

Date of Review: \_\_\_\_\_ End of Year Overall Rating: \_\_\_\_\_

**Rating Scale:** Select one overall rating.

- **Significantly Above Target (SAT) performance** – Consistently exceeds job expectations
- **Above Target (AT) Performance** – Always meets job expectations and often exceeds job expectations
- **On Target (OT) Performance** – Regularly meets all job expectations
- **Below Target (BT) Performance** – Meets some, but not all job expectations
- **Significantly Below Target (SBT) Performance** – Consistently does not meet job expectations

**I. How Associate Works**

| <b>Factors</b>                                                                                                                                          | <b>Actual Results</b> | <b>Rating</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------|
| <b>Job Knowledge</b> – demonstrates functional & technical knowledge required to perform successfully and achieve goals.                                |                       |               |
| <b>Work Standards</b> – sets high standard of performance and assumes responsibility for successfully completing assignments.                           |                       |               |
| <b>Initiating Action</b> – responds quickly and takes immediate action to accomplish objectives.                                                        |                       |               |
| <b>Planning/Organizing</b> – prioritizes tasks and organizes information and resources to complete work                                                 |                       |               |
| <b>Safety</b> – Compliance with Safety policies and Preferred Work Methods. Accident prevention. Is accident free and promotes a safe work environment. |                       |               |
| <b>Teamwork</b> – willing and able to work with others.                                                                                                 |                       |               |
| <b>Communication</b> – able to express thoughts clearly in written and verbal format.                                                                   |                       |               |

|                                                                                                 |  |  |
|-------------------------------------------------------------------------------------------------|--|--|
| <b>Reliability</b> – consistently delivers what was promised.                                   |  |  |
| <b>Adaptability</b> – approaches change with a positive attitude and quickly modifies behavior. |  |  |

## **II. Supervisor's Evaluation**

**What are the associate's greatest strengths? (Provide specific examples of situation/task, action, and result.)**

**How can the associate improve? (Provide specific examples of situation/task, action and result.)**

## **III. Associate's comments**

Describe an assistance (training, projects, and supervisor assistance) which would be helpful in relation to your job performance.

Associates Signature

Date

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Supervisors Signature

Date

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## FRESHPOINT DALLAS, INC. ATTENDANCE POLICY

### 1.0 PURPOSE

- A. Daily attendance of each Associate is essential to the successful operation of FreshPoint Dallas, Inc. Associates who are not present for scheduled work cause unnecessary hardships for their co-workers and create costly rescheduling to meet our customer demands. Every Associate is responsible for reporting promptly and being fully prepared for all scheduled work.
- B. The Company recognizes that some Associates are unable to report for all of their scheduled hours. This policy is to provide guidelines to ensure that all Associates are treated fairly and consistently regarding attendance. It is recognized that exceptional circumstances may arise. The Company reserves the right to make exceptions to this policy based on the circumstances of an individual case. Any exception, due to individual circumstances will be made by the Operating Company Human Resources Business Partner.

### 2.0 DEFINITIONS

- A. **Proper Notification** – Associate directly notifying, via telephone call, the Immediate Supervisor of any absence or tardy at least 60 minutes prior to the Associate's scheduled starting time. **Text messages, voicemails and emails are not acceptable.** Proper notification is to be given for each individual day of absence or tardy. Emergencies that would prevent proper notification may be reviewed on a case-by-case basis by the Operating Company Human Resources Business Partner; and,
  - 1. A bona-fide reason must be stated. Inappropriate reasons, or reasons which would have allowed the Associate to give advance notice, will not be accepted. *The company reserves the right to request documentation to validate an Associate's reason for an occurrence or pre-arranged absence.*
- B. **Prearranged Absence** - an absence that is prearranged and approved at least one week before the start of the absence in advance with the Associate's Supervisor. The [Time Off Request](#) form must be used.
- C. A Full Shift is equal to one (1) day.

### 3.0 RESPONSIBILITY

- A. The Supervisor and Human Resources will collaborate to ensure absences, tardiness, quit-earlies or any other shift interruption are coded in a fair and consistent manner and entered into the attendance tracking system.



## FRESHPOINT DALLAS, INC. ATTENDANCE POLICY

- B. It is the responsibility of the Supervisor to complete the [Attendance Notification](#) form and communicate to the Associate their occurrences' assessment.

### 4.0 GUIDELINES

- A. Associates must give Proper Notification (as defined above) of any absence or tardy. Associates who fail to give proper notification will be issued a Written Warning in addition to the appropriate occurrence being assessed.
- B. Excused Absence - The following reasons for time away from scheduled work will be excused:
- a. Authorized Leave of Absence (e. g. military, medical, personal)
  - b. Release from scheduled work due to lack of work
  - c. Work-related injury or illness supported by a notice from the health care provider (HCP)
  - d. Prearranged Holiday, Jury Duty, Bereavement, Vacation, Personal Days
  - e. Disciplinary/Administrative suspensions
  - f. Absences covered by the Family and Medical Leave Act (FMLA)\* (*Occurrences may be assessed once an Associate has exhausted 480 hours of FMLA excused time or after HCP has released Associate to full duty before exhaustion of the 480 hours*)
  - g. Prearranged absences
- C. Absences that were not prearranged but could have been will not be excused.
- D. Associates must report to their work station at their scheduled start time to avoid being assessed with a tardy.
- E. **Attendance Occurrences** - Various types of absences will accumulate "Attendance Occurrences". Occurrences will remain on an Associate's attendance record for a period of 12 months from the date the Associate missed scheduled work. Attendance Occurrences will be assigned as follows:
- |                                                 |                     |
|-------------------------------------------------|---------------------|
| a. Absent full shift                            | One (1) occurrence  |
| b. Late three (3) hours or more                 | One (1) occurrence  |
| c. Late less than three (3) hours               | Half (½) occurrence |
| d. Quit- early three (3) hours or more          | One (1) occurrence  |
| e. Quit-early less than three (3)hours          | Half (½) occurrence |
| f. Shift interruption three (3) hours or more   | One (1) occurrence  |
| g. Shift interruption less than three (3) hours | Half (½) occurrence |
| h. Prearranged absence of any type              | Zero (0) occurrence |



## FRESHPOINT DALLAS, INC. ATTENDANCE POLICY

*Note:* (Consecutive work days missed for Associate illness or injury will count as one and a half [1.5] occurrences provided proper notification is given for each day's absence. A notice from a Health Care Provider (HCP) will be required for absences of three (3) or more consecutive work days. The notice from the HCP must be dated no later than the third work day missed. If a notice from a HCP is not provided or not dated as described above, each work day missed will be counted as an individual occurrence. The notice from the HCP must be submitted to Human Resources immediately upon return to work. Proper notification of absence will be required until a notice from a HCP is given to the Company, at which time the Associate need not give proper notification or need to call in for the period of illness stated on the notice from the HCP or until the next scheduled appointment with the HCP as stated on the notice.)

- F. **Attendance Counseling** - When an Associate's Attendance occurrences accumulate as follows, the Company will notify/counsel with the Associate regarding their attendance record using the Attendance Notification form:

|                                             |                                 |
|---------------------------------------------|---------------------------------|
| Five (5) occurrences but less than six (6)* | Verbal Attendance Notification  |
| Six (6) occurrences but less than nine (9)* | Written Attendance Notification |
| Nine (9) occurrences but less than 11*      | Final Attendance Notification   |
| 11 occurrences or more*                     | Termination of Employment       |

*\*in a rolling 12-month period*

- G. **Introductory or Part Time** - Attendance for Associates who are part time or are in their Introductory Period will be allowed a maximum of 2.5 (two and a half) occurrences in a 90-day period. Associates in these categories exceeding 2.5 occurrences in a 90-day period will be discharged.
- H. **Falsification Of Reasons for Absence** - Any falsification, verbal or written will be considered Gross Misconduct and the Associate will be discharged.
- I. Only the Human Resources Business Partner has authority to approve terminating an Associate for attendance.
- J. Approval of prearranged absences is based upon the business needs of the Company.
- K. Prearranged absences may consist of a full shift or a partial shift and are for bona fide personal business. The company reserves the right to request documentation when appropriate for any prearranged absence request.



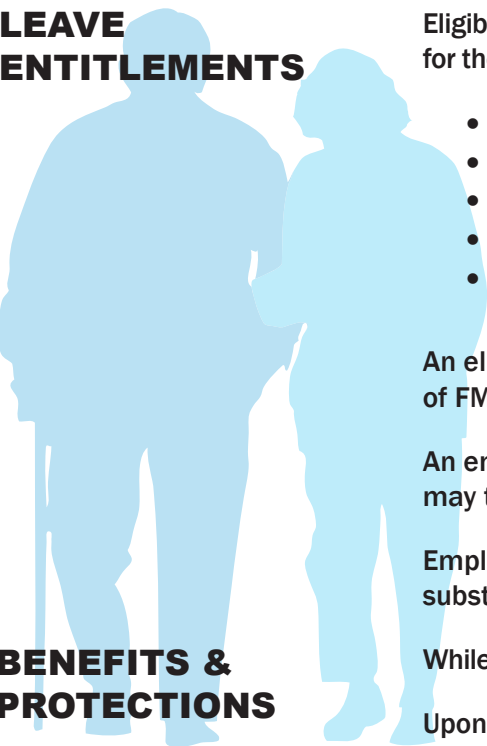
## FRESHPOINT DALLAS, INC. ATTENDANCE POLICY

- L. Associates who fail to report to work and fail to give notification of their absence (**No Call – No Show**) will be issued a Written Warning for each instance. Associates who accumulate three (3) No Call - No Shows within in a rolling 12-month period will be discharged. Associates who accumulate three (3) No Call – No Shows within three (3) consecutive work days will be considered to have voluntarily resigned their employment with the Company. *Each instance of No Call – No Show will constitute an occurrence of absence.*
- M. Associates who have established a pattern (e.g. consistently having five (5) or more occurrences in a 12 month period, missing work on Monday or Friday; this is not an all-inclusive list) of absenteeism/tardiness will be subject to disciplinary action based on the pattern(s).
- N. Mandatory meetings for the purpose of this policy will be considered part of an Associate's scheduled shift. Failure to attend or tardiness to a mandatory meeting will be handled as an occurrence per this policy.
- O. For the purpose of this policy, Associates returning tardy from a break or lunch period will be assessed an occurrence as described above.
- P. The Attendance Policy is available upon request to all associates.
- Q. If an Associate thinks he/she is being treated unfairly or inconsistently in regards to this policy, the Associate is to notify the Operating Company Human Resources Business Partner immediately.
- R. Management reserves the right to make any modifications to this policy at any time without prior notice.

# EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

## LEAVE ENTITLEMENTS



Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within 1 year of the child’s birth or placement);
- To care for the employee’s spouse, child, or parent who has a qualifying serious health condition;
- For the employee’s own qualifying serious health condition that makes the employee unable to perform the employee’s job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee’s spouse, child, or parent.

An eligible employee who is a covered servicemember’s spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer’s normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual’s FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

## BENEFITS & PROTECTIONS

## ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;\* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee’s worksite.

\*Special “hours of service” requirements apply to airline flight crew employees.

## REQUESTING LEAVE

Generally, employees must give 30-days’ advance notice of the need for FMLA leave. If it is not possible to give 30-days’ notice, an employee must notify the employer as soon as possible and, generally, follow the employer’s usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

Once an employer becomes aware that an employee’s need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

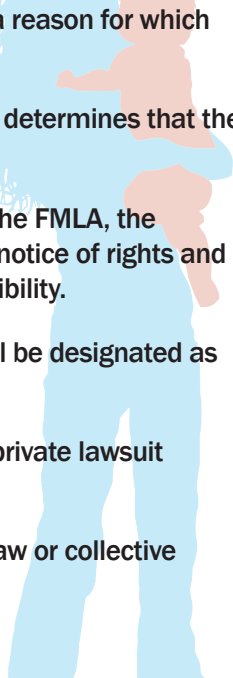
Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

## EMPLOYER RESPONSIBILITIES

## ENFORCEMENT



For additional information or to file a complaint:

**1-866-4-USWAGE**

(1-866-487-9243) TTY: 1-877-889-5627

**www.dol.gov/whd**

U.S. Department of Labor | Wage and Hour Division







## **Sysco Social Media Policy For All Sysco Associates and Contractors**

### **APPLICABILITY**

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This policy applies to the use of any social networking site, whether on or off duty. Similarly, this policy applies to the use of all computers and mobile devices when used to access or otherwise use any social networking site, including but not limited to: Facebook, Twitter, LinkedIn, Instagram, Flickr, Tumblr, WordPress, Typepad, Blogger, YouTube, Google+, and others.

### **STATEMENT OF PURPOSE AND PHILOSOPHY**

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Sysco recognizes the importance of participating in conversations on social networking sites. We realize many of our associates and contractors participate in social networking, and we support your use of social media for personal and professional use. Sysco trusts you to do the right thing and exercise personal responsibility and sound judgment when participating in social networking.

### **POLICY EXPECTATIONS WITH YOUR USE OF SOCIAL NETWORKING**

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**NOTE: Failure to abide by these policy expectations may subject you to disciplinary action up to and including termination.**

1. Carefully read our Code of Conduct and follow its guidelines in your social networking use.
2. Do not make discriminatory remarks, engage in harassment, make threats of violence, or engage in similar inappropriate conduct against Sysco, our associates, customers, vendors, or others.
3. Always maintain the confidentiality of Sysco's trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, and technology.
4. Do not post or otherwise comment on internal reports, policies, procedures, or other internal business-related confidential communications.
5. Do not ever communicate inside information to others, including through use of social networking sites.
6. Comments you make on social networking sites are your personal opinions. Your views do not represent Sysco, fellow associates, members, customers or suppliers and you should make that clear in your postings or comments.
7. Never use Sysco trademarked information on social networking sites.
8. Never speak to the media on Sysco's behalf, on a social networking site or otherwise. Contact corporate communications if you are contacted by the media.

Remember, you are solely responsible for what you post online. Before creating and posting online content, consider some of the risks and rewards that are involved with what you post on social networking sites.

**POLICY DISCLAIMER: *This policy will be applied in accordance with applicable local, state and federal laws. Nothing in this policy shall be construed to restrict activities by employees protected by law.***

July 31, 2013

**RE: Sysco Media Response Policy**

Maintaining a consistent message to the public is important for our brand, reputation and image. Therefore all media communications and inquiries must be cleared through Corporate Communications leadership:

**Charley Wilson**, Vice President-Corporate Communications, 281-584-2423, [wilson.charley@corp.sysco.com](mailto:wilson.charley@corp.sysco.com); or

**Wendy Olson**, Director-Communications, 281-584-1759, [olson.wendy@corp.sysco.com](mailto:olson.wendy@corp.sysco.com)

**Crafting Your Message**

Corporate Communications will help you craft your message and also obtain needed support from Legal, Merchandising, Marketing, Quality Assurance, Human Resources or other Corporate departments to develop consistent, truthful and thoughtful responses.

**Referring Media to Corporate**

Frequently, a media inquiry or opportunity is a local issue that is best handled by you or a subject-matter expert with assistance from Corporate Communications. It is your responsibility first to discuss the situation with one of our Corp Comms spokespersons (Charley or Wendy) to determine together an appropriate response to the inquiry. Media is not just newspaper, TV and radio; it's also blogs, online web sites, chamber of commerce publications, customers/suppliers PR teams, and social media content providers for Facebook, YouTube, LinkedIn, Twitter, etc.

**Advising Corporate of Potentially Newsworthy Events**

Should anything occur that could have a potentially newsworthy or damaging public relations effect, please advise Charley or Wendy as soon as you are aware of the situation. It is helpful to have advance knowledge of an event that will occur and have lead time to prepare a response prior to receiving phone calls from the media.

**Making Sure Your Employees Know Not to Talk to Media**

It is important that your associates understand that they are not authorized to talk to the media and that all media calls or interview requests should be directed to you and be approved through one of our Corporate spokespersons. Often, members of the media try to call employees for information, hoping to obtain the "inside scoop." Sometimes employees answer without thinking and may unwittingly give answers that are proprietary in nature or may be outside the bounds of information necessary for the public. This includes information exchanges via email and social media sites.

Thank you for adhering to this policy. With your help and support, Sysco will be able to respond appropriately and credibly to all media questions.

# Mobile Device Policy

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## Introduction

The Mobile Device Policy is one of several Sysco Information Security policies, which support the overarching goal of Information Security to protect the confidentiality, integrity and availability of Sysco business and assets.

- Information accessed via mobile devices, such as internal documents, email, calendars, and contacts, has a significant effect on Sysco business, customers, partners, associates, and investors.
- Lost, stolen, or otherwise compromised mobile devices affect productivity, result in the loss of proprietary Sysco information, and potentially expose Sysco to legal action.

## Purpose

The purpose of this policy is to establish rules and communicate the risks of using mobile devices to access Sysco business information, in addition to the following:

- Prevent the mishandling of Sysco information that is accessible via mobile devices
- Ensure the availability and integrity of Sysco information and computing resources
- Prevent negative impact to Sysco brand integrity
- Inform Sysco associates, contractors, and partners of their responsibility to ensure and promote compliance

## Scope

This policy applies to the use of any mobile device accessing Sysco network and information facilities; including both company issued and personally owned devices.

This Mobile Device Policy is a Corporate Policy and applies to all Sysco associates, associates of any Sysco subsidiary, and third parties performing services on Sysco's behalf (hereinafter collectively referred to as "You"). For associates, compliance with this Policy is an expectation of employment. For third parties who perform services on Sysco's behalf, compliance with this Policy is a condition of access to Sysco facilities and resources, and of being permitted to perform services for Sysco.

**Note:** Non-exempt associates are not authorized to configure their mobile devices to automatically receive Sysco information (including email), and must not use mobile devices to distribute Sysco information.

# Mobile Device Policy

## Policy Requirements

- Connecting your Sysco or non-Sysco issued device to the Sysco network (includes configuring a mobile device to receive Sysco email) requires that you understand the risks, and that you agree to the terms outlined in this policy.
- Sysco reserves the right to erase *all content* of any mobile device that accessed the Sysco network, including personal content and removable media.
- Mobile devices that are not on the list of Sysco Corporate Approved Devices are prohibited from connecting to the Sysco network.
- If you disagree with or do not comply with any elements of this policy, your mobile device is not authorized for connection to the Sysco network. If you access the Sysco network but do not comply with this policy, such access is unauthorized.

### 1. Compromised or Lost Devices

It is your responsibility to initiate the remote deletion of all files from a lost or stolen mobile device within 24 hours of the device being lost or stolen.

- Report the device as lost or stolen to Sysco Customer Support, and the support team will initiate file deletion from the mobile device on your behalf.

### 2. Secure Mobile Device Configuration

Software will be installed on all mobile devices used to connect to the Sysco network, so the devices will be automatically updated to align with Sysco mobile device configuration standards.

- The software will require that a secure password is used to access the device (8 characters, meeting Sysco complexity standards), and will authorize Sysco to erase all content on the device, should it be lost, stolen, or when you are no longer employed by Sysco.
- Your device will also be configured to automatically lock when not being used, and will be configured to be considered stolen, if 10 unsuccessful attempts are made to unlock the device. If considered stolen, all device contents will be erased.

**Warning:** 10 unsuccessful attempts to access the device will result in the device contents being erased.

- It is against Sysco policy to attempt to override or bypass these configuration changes, and/or to bypass standard security features of the device that cannot be inherently changed through standard device menus.

### 3. Use of Cameras and Recording Devices

Do not make available to external parties any photos, videos, and/or audio recordings that contain internal Sysco information and/or assets, unless authorized by management.

- Drivers are required to use Sysco-issued cameras when capturing images and/or videos of vehicular incidents involving Sysco-branded vehicles. If no Sysco-issued camera is available, images can be captured with an alternate device. Share such images *only* with Sysco management.

## Mobile Device Policy

- Using mobile devices to make audio and/or video recordings of Sysco business discussions is prohibited, unless an audible approval from each participant is recorded at the beginning of the recording; or written approval is received from each individual being recorded in advance of the session.

### 4. Applying Patches and Updates

Mobile devices must be kept up-to-date with the most recent patches and software.

- Sysco associates, contractors and partners are required to update their mobile devices within 30 days following the release of a new update.
- Mobile devices may be prevented from connecting to the Sysco network when Sysco no longer supports a device.
  - o You will be notified in advance when Sysco will no longer support your device, and you will be required to update or upgrade your device in order to access the Sysco network.

### 5. Ensuring Security of Sysco Content

Sharing of internal Sysco information is restricted to those with a business need, and only approved methods must be used for sharing the information.

- Do not send internal Sysco information to or from your personal, non-Sysco email address.
- Do not post internal Sysco information from any device to public social networking, file sharing, or other publically available websites, unless Sysco management has explicitly authorized the publishing of this information.
- Do not use online storage apps and/or websites to store internal Sysco information, unless explicitly identified by Sysco as an approved storage location; or explicit approval has been received from management.
- Do not connect your device to insecure Wi-Fi networks (those that are configured to allow connection without a password, or configured to use "WEP") unless a VPN connection is opened immediately after connecting to the insecure network.

**Note:** This section does not restrict the right of an employee to engage in activities protected by law.

### 6. Internet Usage

The Sysco Information Security Policy governs the use of the internet on mobile devices, just as it does in the workplace.

**Note:** The definition of workplace extends beyond the confines of enterprise facilities. The workplace also includes meeting areas, conferences, vendor facilities, and any other location where exposure and display of content might reflect on the company.

### 7. Email Usage

All Sysco emails sent from a mobile device are required to meet all requirements outlined in the Sysco overarching Information Security Policy including the following:

- Use Sysco-issued email addresses for business purposes only.

## Mobile Device Policy

- You represent Sysco, and email you send must comply with all local policies and with the Sysco Code of Conduct.

### 8. Applications and Downloads

By connecting a mobile device to the Sysco network, you are authorizing the installation of Sysco mobile device management software, or any other software deemed necessary by Sysco to ensure that your device remains in compliance with Sysco policies and standards.

- Downloading platform specific applications to your device is acceptable, as long as the application complies with this policy, the Sysco Information Security policy, the Sysco Code of Conduct, and is not restricted for use by Sysco.
- You will be responsible for ensuring that installed applications remain up-to-date.

### Related Policies and Documents

Sysco has adopted standards, guidelines, procedures, tools, and training materials to help you properly manage Sysco information:

- [Sysco Enterprise Security SharePoint Homepage](#)
  - [Sysco Information Security Policy](#)
- [Mobile Technologies SharePoint site](#)
  - [Sysco Corporate Approved Devices](#)
- [Sysco Human Resources SharePoint site](#)
  - [Sysco Code of Conduct Booklet](#)
  - [Sysco Corporate Associate Handbook](#)  
*Responsible Utilization of Communication Systems*
  - [Sysco Social Media Policy](#)

### Contact Information

For information about this policy or for general advice on information security, contact **Information Security** via email: [000-InfoSec@corp.sysco.com](mailto:000-InfoSec@corp.sysco.com).

Contact the **Customer Support Group (CSG)** to initiate a full wipe of the contents on lost/stolen/compromised devices, and to receive mobile device setup instructions.

- phone: 281.584.1190
- email: [000-CUSTOMER.SUPPORT@corp.sysco.com](mailto:000-CUSTOMER.SUPPORT@corp.sysco.com)

## Mobile Device Policy

### Additional Information

#### Reporting and Investigations

It is very important that you immediately report any known or suspected violations of this policy, contact your direct supervisor or another member of management, your Human Resources business partner, or call the AlertLine, a confidential toll-free, third party-operated telephone service.

You may also submit a report via the AlertLine website: <https://syscoethics.alertline.com>, a confidential web-based online reporting vehicle. Anyone reporting a suspected or actual violation of this policy in good faith is protected from retaliation under the Sysco Code of Conduct. All good faith allegations of violations of this policy will be fully and confidentially investigated. You are required to cooperate with all investigations of alleged policy violations.

#### Discipline and Other Consequences

Associates who violate this policy will be subject to appropriate disciplinary action or other remedial measures up to and including termination of employment, if warranted under the circumstances and permissible under applicable law. Assigned workers and third parties who violate this policy are subject to being denied access to Sysco facilities, personnel and assets, and permission to perform services on Sysco's behalf.

#### Waivers

No waiver of any provision of this policy shall be enforceable unless in writing and signed by the Policy Owner. No waiver of any provision of this policy in any one or more instances shall constitute a waiver in any other instance.

#### Revision and Revocation

This policy is not a contract between Sysco and any associate, assigned worker, or Third Party. This policy may be revised or revoked by the policy Owner at any time, without advance notice or cause.

#### Local Policies and Procedures

Sysco operates in many countries, states, provinces, and jurisdictions, and it is Sysco's intent to comply with all applicable legal requirements. Accordingly, if a provision of this policy conflicts with applicable local legal requirements, Sysco may adopt regional or country-specific policies on this subject to accommodate local conditions or comply with legal requirements. In such a case, you must comply with all applicable local policy and procedures. This policy will be applied in accordance with applicable local, state, and federal laws. Nothing in this policy shall be construed to restrict employee activities protected by law.

## Appendix A

### Roles and Responsibilities

**Mobile Technologies** maintains and publishes a list of approved mobile devices.

**Enterprise Security** issues and enforces the Mobile Device Policy.

**Information Security** is responsible for the following:

- Conducting regular risk assessments to determine if shifts in external threats or technology advances warrant revising the Mobile Device Policy
- Reviewing and updating the Mobile Device Policy annually
- Making Sysco associates and partners aware of security threats to mobile devices, and current policies governing the use of mobile devices

### Policy Revisions

| Change Record  |         |                      |                                                                                                                        |
|----------------|---------|----------------------|------------------------------------------------------------------------------------------------------------------------|
| Effective Date | Version | Published by         | Summary of Change<br>Approved by                                                                                       |
| 6/11/13        | 1.0     | Information Security | New policy published in SharePoint. Enterprise communication not sent at this time.                                    |
| 9/25/13        | 1.2     | Information Security | Minor update with Mobile Technologies feedback. Released to enterprise, release email communication sent September 26. |

### Approval Matrix

| Function                   | Name                        | Department          |
|----------------------------|-----------------------------|---------------------|
| Technical Stakeholder(s)   | Lauren Tran, Don Harrison   | Mobile Technologies |
| HR                         | Ashley Michael              | Human Resources     |
| Legal                      | Eve McFadden, Tom Kurz      | Legal               |
| Policy Ownership           | John Holzem, Curtis Simpson | Enterprise Security |
| Executive Policy Ownership | Wayne Shurts                | Business Technology |

**Policy Location:** <http://mysysco/sites/security/default.aspx>

**FRESHPOINT DALLAS, INC.  
NEPOTISM POLICY**

Sysco Corporation (FreshPoint Dallas, Inc.) recognizes that it is in the best interest of both the Company and its associates to avoid conflicts of interest between work-related and family-related obligations, to reduce favoritism or the appearance of favoritism and to prevent family conflicts from affecting the workplace. In these conflicted situations, all parties, including supervisors, leave themselves open to charges of inequitable consideration in decisions concerning work assignments, transfer opportunities, performance evaluations, promotions, demotions, compensation, disciplinary actions and discharge. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships

To address these issues, the Company has implemented this Nepotism Policy. This policy applies to all Sysco associates enterprise-wide.

The Company wishes to continue its long and successful history of encouraging relatives of associates to join the Sysco family. The Company's philosophy is that relatives of associates should develop their careers in different departments so that there will not be a conflict of interest. Relatives may not work in a situation where employment may pose difficulty for supervision, security or morale or create a conflict of interest. Disclosure is required in advance of a hiring or promotion or change of position, which would create a potential relationship conflict. At Sysco's Corporate office, the Executive Vice President with oversight of the department and the Senior Vice President of Human Resources (or designee) will make the determination of whether any such associate relationship poses difficulty for supervision, security or morale or creates a conflict of interest. At the operating company level, the Company's local Market President for Broadline companies or Senior Vice President of Operations with oversight for Specialty companies will make the determination of whether any such relationship poses difficulty for supervision, security or morale or creates a conflict of interest.

No associate may work in a position where his or her supervisor or supervisor's supervisor is a "Relative." "Relative" refers to (1) spouse or former spouse, including common-law spouses and domestic partners, (2) child, parent, sibling, grandparent, grandchild, aunt or uncle (including corresponding in-law and step-relations), and (3) niece, nephew or first cousin. This nepotism policy also prohibits employment situations in which a Relative would audit the work of the associate or the associate would audit the work of the Relative or a situation in which the interest of the Relative and associate would have the potential to create an actual or apparent conflict of interest.

All leaders are expected to use appropriate judgment and make decisions consistent with this policy when employing relatives in their organizations even if there is no direct or secondary reporting relationship. Furthermore, all associates who have a Relative or Relatives employed by the Company or any of its operating companies, must complete a Disclosure Form Pursuant to Nepotism Policy ("Disclosure Form") providing the information requested on the Form for each Relative. Such disclosure will be made to the Company's Senior Vice President of Human Resources on an annual basis. The Senior Vice President of Human Resources will provide such disclosures to the Chairman of the Company's Board of Directors, the Chief Executive Officer, the

General Counsel and the Chairman of the Corporate Governance and Nominating Committee (the "Committee") of the Board of Directors on an annual basis. All Relatives of members of the Company's Board of Directors (other than corporate officers who also serve on the Company's Board of Directors) will be excluded from consideration for employment by the Company.

If any of the above prohibited situations should occur, attempts will be made to find a suitable position within the Company to which one of the associates may transfer and/or to assign job duties so as to minimize problems of supervision, safety, security and morale. If accommodations of this nature are not feasible, the associates will be permitted to determine which of them will resign. If the associates cannot reach such a decision, unless the Corporate Governance and Nominating Committee of the Board of Directors provides a waiver of such prohibited situation, the Senior Vice President of Human Resources will determine who will remain employed. The aforementioned prohibition includes seasonal or temporary workers.

This policy shall be administered by the Company but overseen by the Committee. All determinations by the Committee as to the applicability of this policy to any employment question shall be binding on the Company, its associates and members of its Board of Directors. Notwithstanding the foregoing, this policy shall not apply to the extent that any applicable state law prevents the enforcement hereof.



## Holiday Pay Policy

Effective 1/1/2017

The Company recognizes the importance of holidays and provides full pay for the following six (6) Company-recognized holidays:

### **2017**

New Year's Day  
Memorial Day  
Independence Day

Labor Day  
Thanksgiving Day  
Christmas Day

### **Working on a Company Holiday – Effective 1/1/2017**

Non-Exempt (hourly) Associates who work on a Company holiday will receive holiday pay (paid at straight time) plus time and one half their regular rate of pay for the time actually worked on the holiday or the observed day for the holiday. Non-Exempt Associates working the holiday may not designate another day for the observance of a Company holiday. An exempt (salaried) Associate who is required to work on a Company holiday will not receive extra pay for working on a holiday, and the Company will designate another day for observance of the holiday within the same pay period.

The Company may designate another day for the observance of a holiday that falls outside a non-exempt (hourly) Associate's regular schedule with the same pay period.

Associates become eligible for holiday pay on their hire date.



# iPay Registration Process

Go to: <https://www.adp.com/logins/my-adp.aspx>

1. Click on "[Register as New User](#)"
2. Enter Sysco-Sysco as the registration code (this is the same code for all associates)
3. You will be asked, "Do you want to set up an account with Sysco-Corp?" Click on "YES"

After step 3, you will enter information that only you will know how to answer.

The system will issue your User ID, and you will create your own password.

Once you complete this process, you will be able to view your pay stubs by logging into <https://www.adp.com/logins/my-adp.aspx>

1. Click on "[Employee Login](#)"
2. Enter your User ID and password

You will now be able to view your paystubs.

ADP also has an app for iPhones and androids - ADP Mobile Solutions

Paystubs and W-2s are saved for up to three years.

If you want to make any changes to your profile including your password, they must be done from a computer. Changes are not allowed on mobile devices.

Passwords expire every 90 days for your protection.



# Sysco Corporation Employees' 401(k) Plan

Take steps toward your financial  
security in 2013.....

Sysco will get you started by depositing an automatic Company contribution of 3% of your eligible earnings each pay period into your 401(k) Plan account.

Do your part by taking full advantage of the Plan by:

- Reviewing and maximizing your deferral elections.
  - You can contribute 1-50% up to \$17,500<sup>1</sup>. If you are age 50 or older, you can contribute an additional 1-15% up to \$5,500 as a Catch-up contribution.
  - The Company will match \$0.50 for each \$1 you contribute up to the first 5% of contributions, so save at least enough to get the full match!
- Make wise investment decisions for your stage in life.
- Check your Plan balance and review your investment mix regularly to make sure you're on track to reach your retirement goals.

<sup>1</sup>If you are currently limited to contributing 6% to the Plan, the 6% limit will be eliminated in 2013. Contact Fidelity after January 1, 2013 to increase your deferral election.

Contact Fidelity directly at  
[www.401k.com](http://www.401k.com) or  
800-635-4015 to:

- Enroll or change your contribution amount
- Review or change your investment elections
- Make or update your Beneficiary designation
- Enroll in the Automatic Increase and/or Automatic Rebalance programs
- Research investment performance, view fund prospectus', etc.
- View your account balance and/or statement
- Utilize Fidelity's online savings and guidance tools
- View the Summary Plan Description and other important Plan documents
- Set your Personal Preferences

Good things  
come from  
**Sysco**™



Good things  
come from  
**Sysco**<sup>®</sup>

# Your Sneak Peek

Come explore the good  
benefits offered to you  
by Sysco!

Delivering  
**Good  
BENEFITS**

Delivering  
**Good  
BENEFITS**

Take a closer look! [SyscoBenefits.com/careers](https://SyscoBenefits.com/careers)

# Associate Benefits

## Just One of the Many Good Things To Come from Sysco.

Contemplating a new job is exciting, with lots of things to consider. Benefits are an important part of your total compensation with any company and at Sysco we keep our philosophy pretty simple. We want every associate to have the peace of mind that comes from a comprehensive rewards package with a wide variety of benefits that help you protect your health, replace your income in the event you are unable to work and prepare for retirement.

We provide our associates with resources to fully understand their benefits. You can find details about Sysco's benefits package at [SyscoBenefits.com/careers](https://SyscoBenefits.com/careers). And, once you become a full-time associate, you will have access to our Sysco Benefits Center with representatives who can answer all of your benefits questions.

As a new full-time U.S. associate, you become eligible for benefits on the first day of the month following the end of your 60-day waiting period.

## Health and Welfare Benefits



### Medical

Sysco knows that medical needs vary by individual. You have your choice of four national medical plan options, all with free preventive care, prescription drug coverage and comprehensive routine, emergency and in-patient and out-patient care:

- Basic plan – A lower level of coverage at a lower premium cost
- HSA plan – A Consumer Directed Health Plan paired with a Health Savings Account (HSA) that includes a healthy Sysco contribution and offers good coverage at a good value
- PPO plan – A traditional preferred provider network plan with higher coverage at a higher premium cost
- HMO plan – A plan offering the highest level of coverage for the highest premium cost requiring participants to use network providers to receive coverage

All full-time, benefits-eligible associates are eligible for the Basic, HSA and PPO plans which are administered by BlueCross BlueShield. BlueCross BlueShield also administers the HMO plan for most of our associates. However, in some markets, Sysco offers other HMO providers, such as Kaiser Permanente in California or Health Alliance Plan in Illinois, Iowa and Michigan.



### Telehealth

Our associates are busy people. That's why most Sysco-sponsored medical plans provide access to Telehealth through MDLIVE. Telehealth allows you the option of consulting with a doctor 24/7 via phone or video chat for routine health conditions like sinus infections or the flu. With the Telehealth benefit, you and your family have the option of getting the convenient care you need from home, work or on the go!



## Wellness Reward\$

Sysco knows that the beginnings of good health start with establishing a relationship with your doctor and knowing your health status. It's so important that, if you participate in one of Sysco's medical plans, we'll reward you for getting an annual physical or biometric screening each year. Sysco's Wellness Rewards Program offers you hundreds of dollars (\$400 for an associate, \$200 for a spouse) to use toward your medical expenses.

In addition to the Wellness Rewards Program, Sysco offers other tools and resources to ensure you get and stay well:

- Trusted medical advice around the clock through our medical plan
- Tobacco cessation support through counseling and replacement therapies
- Support for expectant mothers with our prenatal care program



## Sparkling smiles and bright eyes

We offer two dental plan options through MetLife to help you and your dependents with teeth cleanings, exams, fillings and many other dental services. Sysco's vision plan, offered through VSP, also helps you keep your vision sharp by covering exams and frames or contacts.



## More good things

In addition to medical, dental and vision coverage, Sysco offers a comprehensive array of other benefit programs. As a Sysco associate, you are also eligible to participate in a wide range of other valuable programs, such as:

- Employee Stock Purchase Plan
- Life and Disability insurances
- Associate discount programs
- Scholarships for your dependents

# Retirement Ready?

Sysco wants you to be able to live the life you want in retirement. So we fuel your retirement through a generous 401(k) plan with both automatic and matching contributions from Sysco to help you build your savings:

- Sysco Automatic Contribution – Sysco automatically contributes 3% of your pay to your 401(k) account every pay period. Whether you put your own money into the 401(k) or not, Sysco's contribution is 100% yours to keep.
- Sysco's 401(k) Match – For each dollar you contribute to your 401(k), Sysco will match it with 50 cents, up to 5% of your pay. Your Sysco match vests more and more every year, and is all yours after five years.

$$3\% + 2.5\% = 5.5\%$$

|                                    |                            |                                        |
|------------------------------------|----------------------------|----------------------------------------|
| Sysco<br>Automatic<br>Contribution | Sysco's<br>401(k)<br>Match | Sysco's<br>Full 401(k)<br>Contribution |
|------------------------------------|----------------------------|----------------------------------------|

This is just a taste of the good benefits delivered to you when you join Sysco.

The benefits described in this brochure apply to active, full-time associates. These benefits do not cover associates covered under Collective Bargaining Agreements.





Visit **SyscoBenefits.com/careers** today to learn about all of Sysco's benefit plans available to eligible U.S. associates.





Dear FreshPoint Associates,

We know paid time off matters, so we have enhanced our PTO policy for 2018. Specifically, for non-union associates sick paid time off will increase and new associates will be granted prorated vacation during their first year of employment.

### Sick Paid Time Off

Effective January 1, 2018, associates (tenured and 2017 new hires) sick paid time off will increase from 32 hours to 40 hours of sick time granted on January 1<sup>st</sup>. New hires in 2018 will receive up to 32 hours after 90 days and 40 hours each January 1<sup>st</sup> thereafter. 2018 Annual grant and carryover cannot exceed 120 hours. If carryover balance is greater than 80 hours then the annual grant of 40 hours will be reduced to not to exceed 120 hours on January 1<sup>st</sup>.

### Vacation Paid Time Off

Effective January 1, 2018, associates hired January 1, 2017 through June 30, 2017 will be granted 80 hours of vacation. Proration schedule will apply to associates hired July 1, 2017 through December 31, 2017, grants will be available after six months of employment in calendar year 2018.

| Vacation - New Hire Proration Schedule                                                          |     |     |     |     |     |     |     |     |     |     |     |                                     |     |     |     |     |     |     |     |     |     |     |     |
|-------------------------------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Hire Year (HY)                                                                                  |     |     |     |     |     |     |     |     |     |     |     | New Calendar Year (CY) following HY |     |     |     |     |     |     |     |     |     |     |     |
| Jan                                                                                             | feb | mar | apr | may | jun | jul | aug | sep | oct | nov | dec | Jan                                 | feb | mar | apr | may | jun | jul | aug | sep | oct | nov | dec |
| Hire                                                                                            |     |     |     |     |     |     |     |     |     |     |     | 80                                  |     |     |     |     |     |     |     |     |     |     | 80  |
|                                                                                                 | H   |     |     |     |     |     | 32  |     |     |     |     | 80                                  | A1  |     |     |     |     |     |     |     |     |     | 80  |
|                                                                                                 |     | H   |     |     |     |     |     | 24  |     |     |     | 80                                  |     | A1  |     |     |     |     |     |     |     |     | 80  |
|                                                                                                 |     |     | H   |     |     |     |     |     | 16  |     |     | 80                                  |     |     | A1  |     |     |     |     |     |     |     | 80  |
|                                                                                                 |     |     |     | H   |     |     |     |     |     | 8   |     | 80                                  |     |     |     | A1  |     |     |     |     |     |     | 80  |
|                                                                                                 |     |     |     |     | H   |     |     |     |     |     | 0   | 80                                  |     |     |     |     | A1  |     |     |     |     |     | 80  |
|                                                                                                 |     |     |     |     |     | H   |     |     |     |     |     | 72                                  |     |     |     |     |     | A1  |     |     |     |     | 80  |
|                                                                                                 |     |     |     |     |     |     | H   |     |     |     |     | 0                                   | 64  |     |     |     |     |     | A1  |     |     |     | 80  |
|                                                                                                 |     |     |     |     |     |     |     | H   |     |     |     | 0                                   |     | 56  |     |     |     |     |     | A1  |     |     | 80  |
|                                                                                                 |     |     |     |     |     |     |     |     | H   |     |     | 0                                   |     |     | 48  |     |     |     |     |     | A1  |     | 80  |
|                                                                                                 |     |     |     |     |     |     |     |     |     | H   |     | 0                                   |     |     |     | 40  |     |     |     |     |     | A1  | 80  |
|                                                                                                 |     |     |     |     |     |     |     |     |     |     | H   | 0                                   |     |     |     |     | 32  |     |     |     |     |     | A1  |
| Legend: "H" = Hire Month; "A1" = First Anniversary; Numbers in columns = Grant Amounts in Hours |     |     |     |     |     |     |     |     |     |     |     |                                     |     |     |     |     |     |     |     |     |     |     |     |

"A1" represents an associate's first anniversary. Associates who terminate before their first anniversary will not be eligible for payout as outlined on our handbook.

### Annual Vacation Grants

| Years of Service    | Annual Vacation Grant                          | Years of Service                                                                                      | Annual Vacation Grant |
|---------------------|------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------------|
| <b>Six Months</b>   | up to 1 week (40 hours) depending on hire date | <b>12 through 24</b>                                                                                  | 4 weeks (160 hours)   |
| <b>1 through 6*</b> | 2 weeks (80 hours)                             | <b>25 or more</b>                                                                                     | 5 weeks (200 hours)   |
| <b>7 through 11</b> | 3 weeks (120 hours)                            | *Associates hired before January 1, 2016, will continue to receive 3 weeks of vacation after 5 years. |                       |

📍 1390 Enclave Parkway | Houston, TX 77077

☎ 281.899.4226

📠 281.899.4231

🌐 freshpoint.com

## FreshPoint - Vacation Policy Effective 1/1/2016

### Message to FreshPoint Associates

Subject: Important Changes to the Company's Vacation Policy

FreshPoint is committed to providing competitive benefits. By standardizing our vacation policy, we will continue to support our commitment to provide competitive benefits, foster talent movement across the enterprise, and move towards a "One Sysco" approach to total rewards.

Below is a summary of the changes you will experience when moving from the current vacation policy to the new FreshPoint vacation policy effective January 1, 2016.

| Current Vacation Schedule                       |   | Vacation Policy Effective<br>January 1, 2016 |
|-------------------------------------------------|---|----------------------------------------------|
| 1wk vacation prorated during 1st yr. of service |   | Up to 1wk vacation after 6 mos of service    |
| 2wks vacation after 1 yr. of service            |   | 2wks vacation after 1 yr. of service         |
| 3wks vacation after 5 yrs. of service           | ➡ | 3wks vacation after 7 yrs. of service        |
| <b>New Enhancement</b>                          | ➡ | 4wks vacation after 12 yrs. of service       |
| <b>New Enhancement</b>                          | ➡ | 5wks vacation after 25 yrs. of service       |

### Please note the following:

- Associates hired on or after January 1, 2016, will have vacation earned consistent with the new policy.
- Associates will be eligible for the higher annual vacation accrual on January 1<sup>st</sup> of the year after which their triggering anniversary falls. Therefore, Vacation is earned on January 1<sup>st</sup> after completing the appropriate years of service.
- Any unused vacation time will expire on December 31 of the year it is earned and will not carry over to the next calendar year. Please make sure you take the time to schedule your vacation well in advance so that you can take full advantage of this benefit.

### **New Hire Vacation Proration Schedule Explained:**

- Full time Associates hired between January 1 and June 30 will earn one week (40 hours) on January 1st of the following year. Associates hired between July 1 and December 31 will receive a prorated amount on January 1st of the following year based on the following table:

| Hire Month          | Vacation Days     |
|---------------------|-------------------|
| January – July      | 5 days (40 hours) |
| August              | 4 days (32 hours) |
| September           | 3 days (24 hours) |
| October             | 2 days (16 hours) |
| November - December | 1 day (8 hours)   |

### **Existing Associates:**

- Full time Associates who have completed one (1) or more years of service will accrue vacation time each pay period, according to the following table:

| Length of Service                       | Annual Accrual      |
|-----------------------------------------|---------------------|
| 1 or more years but less than 7 years   | 10 days (80 hours)  |
| 7 or more years but less than 12 years  | 15 days (120 hours) |
| 12 or more years but less than 25 years | 20 days (160 hours) |
| 25 years or more                        | 25 days (200 hours) |

- If you would have received more vacation time under our former vacation schedule than under the new schedule, you will continue to receive vacation consistent with the old vacation schedule until you reach the next vacation increase under the new vacation schedule. Once you reach the next years-of-service increase threshold under the new policy, you will move to the new FreshPoint vacation policy for all subsequent vacation increases. This applies to associates hired on or before December 31, 2015. For example: Associates who have less than 5 years of service as of 12/31/15, will be grandfathered into the current vacation policy and will receive 3 weeks of vacation at 5 years of service. Grandfathered associates will revert to the new FreshPoint vacation policy for all subsequent vacation earned past 5 years of service.
- Associates on a medical and/or personal leave of absence in excess of thirty (30) days cease to be eligible for vacation accrual until they return to work.
- At termination of employment, Associates will not be paid any earned but unused vacation, unless mandated by state law.

If you have any questions about the new policy, please contact your Human Resources Department.

## **FreshPoint PTO Enhancements Effective 1/1/2016**

### **Personal Days**

Each January 1, full time Associates will earn two (2) personal days per year worked. For new hires, personal days will be earned on a prorated basis depending on the Associate's date of hire as follows:

- All eligible associates hired between January 1 and June 30 will receive two (2) personal days.
- All eligible associates hired on or after July 1 will receive one (1) personal day.

New full time Associates must be employed for 30 days before using their earned Personal days. Personal days must be scheduled and used in the calendar year they are earned and cannot be carried over to the next year.

Personal days must be used in full eight (8) hours increments and cannot be used consecutively.

At termination of employment, any unused personal days will not be paid out.

### **Bereavement Leave**

The Company recognizes the sensitive nature regarding the loss of a loved one. In the event of the loss of a member of an Associate's immediate family, the Company will provide a full time Associate with a paid leave of absence for up to three (3) work days in duration. Associates are eligible immediately upon hire. The Company will work with the Associate to schedule this leave that will provide an Associate with the necessary time to grieve while minimally impacting the Company's obligations to its customers. An associate must be on "active" status and provide supporting documentation to be eligible for bereavement leave.

**Definition:** For purposes of this benefit, "immediate family" members include:

- Parent (or legal guardian)
- Child/Miscarriage/Stillborn
- Spouse/Domestic Partner
- Parent of Spouse/Domestic Partner
- Grandparent
- Grandchild
- Sibling
- Sibling of Spouse/Domestic Partner
- Step Parent/Child/Sibling



# TUITION ASSISTANCE

FreshPoint encourages all Current Employees to expand their knowledge and skills through participation in outside educational programs. FreshPoint will reimburse Eligible Employees for tuition and applicable fees upon successful completion of an approved job-related course or training that the Employee voluntarily undertakes through an accredited educational institution, including vocational training programs such as Driver Training Programs.

- » Tuition assistance is intended to cover job-related courses and must be approved before any courses begin.
- » The Employee is responsible for paying the full course fee initially.
- » The Employee that is taking undergraduate or vocational courses may be reimbursed for eligible expenses, such as, tuition, registration fees and books up to \$3,000 per fiscal year.
- » The Employee that is taking graduate courses may be reimbursed for eligible expenses, such as, tuition, registration fees and books up to \$5,000 per fiscal year.

## PROVISIONS:

- 1 The Employee must be a full-time employee and have completed one year of service with the Company.
- 2 The Employee must be taking job-related courses from an accredited institution..
- 3 The Company's Reimbursement to each Eligible Employee will be up to \$3,000 per fiscal year for undergraduate and vocational courses and up to \$5,000 per fiscal year for graduate courses.
- 4 The Employee must achieve the equivalent of a "C" or better grade or a "Pass" in a pass/fail system to be eligible for reimbursement
- 5 Supervisory and OpCo President Approval are required prior to taking each class.







## Perks at Work

### Associate Discount Program



We're excited to announce **Sysco Perks at Work**, our new associate discount program, which offers thousands of discounts from your favorite merchants. It's also designed to help you find perks that matter to you, from associate-only programs to savings at your favorite brands.

### Customized Experience

- As you shop, create a profile and provide feedback, Sysco Perks at Work will help you find perks that matter to you
- It's mobile-friendly – just start from your smartphone by going to [www.perksatwork.com](http://www.perksatwork.com)

### Associate Pricing

- Save time and money with 30,000 merchants nationwide
- Earn rewards called "WOWPoints" as you shop; redeem them at any participating merchant, any time

### Perks that Matter

- Perks, programs and events exclusive to associates are front-and-center, so you stay connected
- As an added benefit, associates can include up to five family members

## New to Perks at Work?

Go to [www.perksatwork.com](http://www.perksatwork.com), click on Register for Free and use your Sysco email address or personal email to set up your account.

Email [support@nextjump.com](mailto:support@nextjump.com) if you need help to login in or if you have any questions.



| perks at work

## Frequently Asked Questions

**1. What is Sysco Perks at Work?**

By leveraging the purchasing power of all our Associates, you can save on almost everything you want to buy. Enjoy Associate only pricing on a variety of products and services and earn WOWPoints on every purchase!

**2. How do I access Sysco Perks at Work?**

1. Visit the program: <http://perksatwork.com>
2. Log in with your email and password. First time users: Click the "Register for Free" button and follow the on-screen instructions to set up your account.
3. Start Saving!

**3. Can my friends and family use it?**

Yes! Once you have registered, you can "invite" up to five (5) family members and friends to join and benefit from the same significant discounts. To invite family and friends, click the **Your Account** link at the top of the page and select **Invite**, or go directly to <https://www.perksatwork.com/myaccount/invitefriend>. They will be able to access the program from any personal computer.

**4. What are WOWPoints?**

WOWPoints are the rewards currency for Sysco Perks at Work. Many offers are designated with a WOWPoints multiplier, which awards you that many WOWPoints for every dollar spent. Once you earn WOWPoints, you can redeem them at a rate of 100 WOWPoints = \$1.00 for cash credit to a linked card. Simply select the "Pay with Points" option under the "Shop Now" button on the offer you would like to redeem them for. Once the merchant confirms your order, the redemption is processed as a cash credit to your linked card.

**5. What if I have questions or need to troubleshoot an issue?**

Sysco Perks at Work has a separate set of FAQs, which is located in the **Help Center** (click the **question mark** button at the top of the page, or use the following link: <https://perksatwork.com/feedback/helpfaq/>). The FAQs cover all aspects of the site and should resolve most queries. Otherwise, you may send an email from the site to our dedicated online Customer Success Team. You should receive a response within one to two business days.

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**6. Looking for current Sysco Perks at Work exclusive discounts?**

Click the “Exclusives” tile on the homepage of the site for select corporate discounts offered to all employees.

**7. How do I nominate a new merchant for Sysco Perks at Work?**

After logging in, access “###ORG\_NAME## Exclusives” click “Nominate a Merchant”, and submit the form to nominate a new merchant for the site.

You can also direct your favorite merchants to (1) Access <https://partners.nextjump.com>, (2) create an account and (3) build and submit their offer information.

**8. How do I redeem the discounts and offers listed on the Sysco Perks at Work website?**

Online discounts: Most offers can only be redeemed online, and are accessible by a link to the merchant website on the offer detail page. In some cases you will need to enter a discount code (listed on the offer detail page) as you check out on the merchant website. If there is no discount code listed, the discount will be calculated automatically when you check out.

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*Buying a Home? Renting an Apartment? Leasing a Car? Establishing Credit?  
Applying for a Loan? Purchasing a Car?*

**Sysco uses The Work Number® to provide automated employment and income verifications on our employees.**

The Work Number is an automated service that provides you with the ability to quickly provide proof of your employment or income. You benefit from having control of the process, since you authorize access to your information. The Work Number provides verification services to over 80 million employees. It is widely known to mortgage lenders, banks, apartment complexes and others who may need proof of your employment or income, and it is easy for them to use.

The Work Number can be used anytime, anywhere – available 24 hours a day, 7 days a week.

### **How to Use The Work Number**

#### **For Proof of Employment**

Give the person needing proof of your employment (the verifier) the following information:

- Your Social Security Number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_
- Sysco Employer Code: **10908**
- The Work Number Access Options for Verifiers:
  - [www.theworknumber.com](http://www.theworknumber.com) or
  - 1-800-367-5690

#### **For Proof of Employment Plus Income**

Start by creating a Salary Key. A Salary Key is a six-digit number that allows one-time access to your salary information. Here's how to create a Salary Key:

Step 1: Access The Work Number either via the Web or telephone:

- [www.theworknumber.com](http://www.theworknumber.com) or
- 1-800-367-2884

Step 2: Select the Employee option and log in. To log in, have the following information:

- Sysco Employer Code: **10908**
- Your Social Security Number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_
- Your PIN: Month and Year of Birth (ex: 031954)

Step 3: Select the "Create a Salary Key" option and prepare to write down the six-digit number: \_\_\_\_

Step 4: Give the person needing proof of your employment plus income (the verifier) the following information:

- Your Social Security Number: \_\_\_\_ - \_\_\_\_ - \_\_\_\_
- Sysco Employer Code: **10908**
- Your Salary Key (from Step 3): \_\_\_\_
- The Work Number Access Options for Verifiers:
  - [www.theworknumber.com](http://www.theworknumber.com) or
  - 1-800-367-5690

### **The Work Number Client Service Center**

Monday – Friday; 7:00 am – 8:00 pm (CST)

1-800-996-7566

1-800-424-0253 (TTY – Deaf)



# EXCELLENCE *with* INTEGRITY

Ethics Line:

**877.777.  
4020**

Available  
24 hours a day,  
7 days a week.  
Safe, easy to use,  
and confidential.

**Report  
Concerns**

Ethics Online:  
**ethicsline.  
sysco.com**

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*If you ever have  
a concern about  
unethical or illegal  
activity, don't keep  
it to yourself.  
If you see something,  
say something.*

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Sysco prohibits retaliation against anyone for raising a concern or reporting suspected misconduct in good faith.

Good things  
come from  
**Sysco**™

# EXCELLENCE *with* INTEGRITY

Línea de Ética:

**877.777.  
4020**

Atiende  
24 horas por día,  
7 días por semana.

Segura, fácil  
de usar y  
confidencial.

**Reporte  
inquietudes**

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*Si alguna vez  
sospecha que  
una actividad  
no es ética o legal,  
no se calle.  
Si ve algo,  
diga algo.*

---

Ética en línea:  
**ethicsline.  
sysco.com**

Sysco prohíbe tomar represalias contra la persona que tiene una inquietud o que reporta de buena fe una sospecha de conducta deshonesta.

Good things  
come from  
**Sysco**™

# 'Work out loud' and love your job



Learn more at chatter.com



## BE PRODUCTIVE

### Work smarter, not harder.

- Join relevant Chatter groups—you'll be more informed and engaged than ever.
- Share what you're working on—you never know who may have a tip or insight.
- Bring meetings online—save time and enable everyone to follow the conversation, even afterward.
- Share what you know—you never know who may be looking for your expertise.



### Two (or 10) heads are better than one.

- Create a group for your team—see where you can help, and be helped, every day.
- Share a draft—multiple viewpoints save time and always create a better product.
- Read your feed to stay in the know—learn new things and anticipate their impact.
- Praise coworkers—create a culture of achievement and increase engagement.

## WORK BETTER AS A TEAM



## ACCELERATE YOUR CAREER

### Have 24/7 access to the right resources.

- Discover new assets—find valuable documents and experts, all suggested by Chatter.
- Bring it all together—conversations and files center around projects and groups you work with every day.
- Follow topics and experts—keep up to date on the subjects of most interest to you.
- Bring people in—mention colleagues to add them to a conversation they could add to or benefit from.



### Shape the future of your company—and the world!

- Create a feedback group—connect product teams with insights from the field.
- Put up a poll—gather feedback and guide the future of your products and organization.
- Follow your interests—find a group to discuss events and subjects you enjoy, you never know how valuable it might be.
- Share your expertise and knowledge of the market—become known as the expert you are.

## MAKE YOUR IDEAS HEARD





# \$1,000 just for YOU!

## Night Selector Referral Program

### Current Associate Bonus:

You'll receive **25%** of the referral bonus amount on the pay day coinciding with referral's first pay day. You'll receive (to be processed with the proceeding payroll cycle) **25%** once your referral has completed 90 days of employment with FreshPoint Dallas. You will receive the balance (**50%**) of the total referral bonus after your referral has completed 180 days of employment with FreshPoint Dallas. The total referral bonus is currently **\$1,000** per successful referral.

You must still be employed with FreshPoint Dallas, Inc. in order to receive the bonus, and you must be employed at the time the referral bonus payments are issued.

### Just So You know:

In order for an Associate to receive the referral bonus the applicant must have noted the Associate's name as the referral source on the online application.

If a candidate has been referred by more than one associate, the associate who first submitted the referral (based on the date and time it was received by Human Resources) is entitled to the bonus.

All referrals must be given to and processed by the Human Resources Department to be eligible.

Human Resources may make exceptions to program guidelines, including eligibility requirements, on a case-by-case basis.

Management reserves the right to change or cancel this program at any time.

Immediate family referrals, rehires, associates who have been referred by employment agencies or candidates who have applied previously within the last six (6) months will not qualify as referrals.

All associates of FreshPoint Dallas, Inc. are eligible to participate in the program with the exception of Human Resources staff.

This program is not valid for any hire made within the referring associate's chain of command or sphere of influence if the referring associate is a member of management.

**These bonuses will be paid through the regular payroll process and are considered taxable income.**

### Good Standing:

The referring associate must be in **"good standing"** with the company meaning; for the purpose of this program, the referring associate may not have received any disciplinary actions within the six (6) months previous to the referral, excellent attendance record (less than six (6) occurrences within the six (6) months previous to the referral) and excellent safety record within the previous six (6) months of referral (no involvement in preventable accidents or incidents).



# **\$3,000 just for YOU \$3,000 for our new hire! Commercial (Class A & B) Delivery Driver Referral Program**

## **Current Associate Bonus:**

You'll receive **100%** of the referral bonus on the pay cycle immediately after your referral's satisfactory completion of their 30 days of employment. The total referral bonus is currently **\$3,000** per successful referral. Our new hire will receive **\$3,000** after completing their first six (6) months of employment. **100%** of the referral bonus is to be paid on the pay cycle immediately after the completion of the first six (6) months of employment.

You must still be employed with FreshPoint Dallas, Inc. in order to receive the bonus, and you must be employed at the time the referral bonus payments are issued.

## **Just So You know:**

In order for an Associate to receive the referral bonus the applicant must have noted the Associate's name as the referral source on the online application.

If a candidate has been referred by more than one associate, the associate who first submitted the referral (based on the date and time it was received by Human Resources) is entitled to the bonus.

All referrals must be given to and processed by the Human Resources Department to be eligible.

Human Resources may make exceptions to program guidelines, including eligibility requirements, on a case-by-case basis.

Management reserves the right to change or cancel this program at any time.

Immediate family referrals, rehires, associates who have been referred by employment agencies or candidates who have applied previously within the last six (6) months will not qualify as referrals.

Rehires, who left the company voluntarily longer than 12 months prior to applying, are eligible for the referral.

All associates of FreshPoint Dallas, Inc. are eligible to participate in the program with the exception of Human Resources staff.

This program is not valid for any hire made within the referring associate's chain of command or sphere of influence if the referring associate is a member of management.

**These bonuses will be paid through the regular payroll process and are considered taxable income.**

## **Good Standing:**

The referring associate must be in **"good standing"** with the company meaning; for the purpose of this program, the referring associate may not have received any disciplinary actions within the six (6) months previous to the referral, excellent attendance record (less than six (6) occurrences within the six (6) months previous to the referral) and excellent safety record within the previous six (6) months of referral (no involvement in preventable accidents or incidents).

**10/2/2019**



# **\$1,500 just for YOU \$1,500 for our new hire! Commercial (Class C) Delivery Driver Referral Program**

## **Current Associate Bonus:**

You'll receive **100%** of the referral bonus on the pay cycle immediately after your referral's satisfactory completion of their 30 days of employment. The total referral bonus is currently **\$1,500** per successful referral. Our new hire will receive **\$1,500** after completing their first six (6) months of employment. **100%** of the referral bonus is to be paid on the pay cycle immediately after the completion of the first six (6) months of employment.

You must still be employed with FreshPoint Dallas, Inc. in order to receive the bonus, and you must be employed at the time the referral bonus payments are issued.

## **Just So You know:**

In order for an Associate to receive the referral bonus the applicant must have noted the Associate's name as the referral source on the online application.

If a candidate has been referred by more than one associate, the associate who first submitted the referral (based on the date and time it was received by Human Resources) is entitled to the bonus.

All referrals must be given to and processed by the Human Resources Department to be eligible.

Human Resources may make exceptions to program guidelines, including eligibility requirements, on a case-by-case basis.

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Rehires, who left the company voluntarily longer than 12 months prior to applying, are eligible for the referral.

All associates of FreshPoint Dallas, Inc. are eligible to participate in the program with the exception of Human Resources staff.

This program is not valid for any hire made within the referring associate's chain of command or sphere of influence if the referring associate is a member of management.

**These bonuses will be paid through the regular payroll process and are considered taxable income.**

## **Good Standing:**

The referring associate must be in **"good standing"** with the company meaning; for the purpose of this program, the referring associate may not have received any disciplinary actions within the six (6) months previous to the referral, excellent attendance record (less than six (6) occurrences within the six (6) months previous to the referral) and excellent safety record within the previous six (6) months of referral (no involvement in preventable accidents or incidents).

**10/2/2019**



# **\$500 just for YOU!**

## **\$500 for our new hire!**

### **FreshCut Associate Referral Program**

#### **Current Associate Bonus:**

You'll receive **\$125** of the referral bonus amount on the pay day coinciding with referral's first pay day. You'll receive (to be processed with the proceeding payroll cycle) **\$125** once your referral has completed 90 days of employment with FreshPoint Dallas. You will receive the balance (**\$250**) of the total referral bonus after your referral has completed 180 days of employment with FreshPoint Dallas. The total referral bonus is currently **\$500** per successful referral.

Our new hire will receive \$500 after completing their first six (6) months of employment. The **\$500** referral bonus is to be paid on the pay cycle immediately after the completion of the first six (6) months of employment.

You must still be employed with FreshPoint Dallas, Inc. in order to receive the bonus, and you must be employed at the time the referral bonus payments are issued.

#### **Just So You know:**

In order for an Associate to receive the referral bonus the applicant must have noted the Associate's name as the referral source on the online application.

If a candidate has been referred by more than one associate, the associate who first submitted the referral (based on the date and time it was received by Human Resources) is entitled to the bonus.

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This program is not valid for any hire made within the referring associate's chain of command or sphere of influence if the referring associate is a member of management.

**These bonuses will be paid through the regular payroll process and are considered taxable income.**

#### **Good Standing:**

The referring associate must be in "**good standing**" with the company meaning; for the purpose of this program, the referring associate may not have received any disciplinary actions within the six (6) months previous to the referral, excellent attendance record (less than six (6) occurrences within the six (6) months previous to the referral) and excellent safety record within the previous six (6) months of referral (no involvement in preventable accidents or incidents).

**10/2/2019**



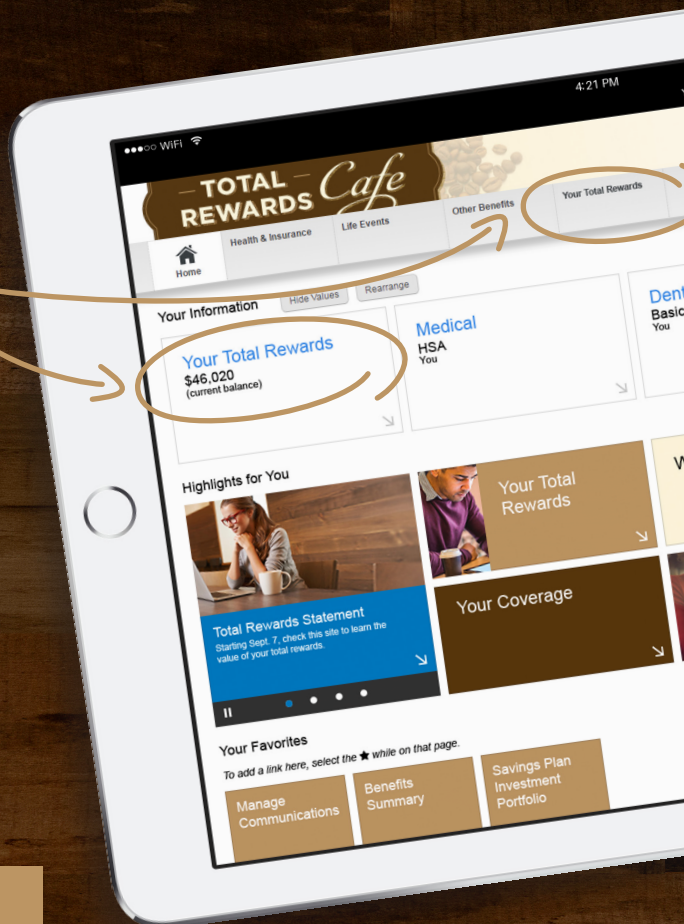
## TOTAL REWARDS CAFÉ

Visit **SyscoTotalRewards.com**

Sysco is serving up helpful information brewed just for you. The Total Rewards Café was designed to help you see all of the ways Sysco rewards you at a glance.

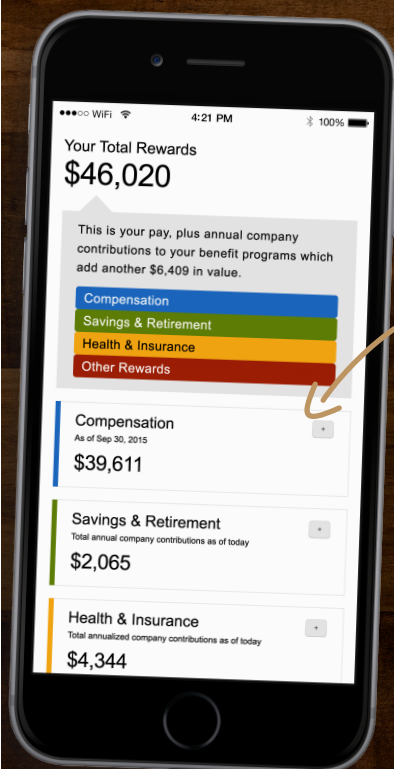
Log in to the café and click the **Your Total Rewards** tab or box to see how your pay and benefits add up to a great total rewards package from Sysco. You'll find an overview of your annual pay and incentives and the amount Sysco pays for your benefits and other perks.

You can see category totals for the awards that apply to you at the top of your statement, then expand the boxes for more details.



**CLICK SHOW MORE (+) TO SEE:**

- Annual pay
- Bonus/incentives
- 401(k) contributions (yours and Sysco's)
- Health insurance contributions (yours and Sysco's)
- Balances for health savings accounts, 401(k), etc.
- And more!



## HOW THE BEANS ARE COUNTED

Sometimes the numbers in the Total Rewards Café may vary from numbers in other sources, like your pay stub or Fidelity dashboard. Knowing how the data is displayed and refreshed will help you understand the differences. Be sure to check out the notes on the site to see what data has been included and the last time the data was refreshed.

## ACCESS ON THE GO

To sweeten the deal, you can access the café anytime, from anywhere, using your computer or mobile device. You can even print a personalized total rewards statement.

### To log in:



Visit **www.SyscoTotalRewards.com** using Google Chrome, Safari or Internet Explorer 11.

If you enrolled for Sysco benefits, enter the **same user ID and password** you used for the online enrollment system. If you don't remember your login credentials, click **Forgot User ID or Password?**



- To get your user ID, you'll be prompted to enter the last four digits of your Social Security number and your date of birth.
- For your password, you'll be given a hint. If you still don't know it, you can answer security questions or get an access code by text, email or phone call.



If this is your first time visiting the site, click **Are You a First Time/New User?** You'll be asked for the last four digits of your Social Security number and your date of birth to create a new account.

## QUESTIONS?

If you have questions about your personal rewards, refer to the notes and links to helpful resources in each section of your statement.